

## National Consolidated Maintenance Specification

*[[[NOTE TO Spec Writer: This information to be filled out by the Region]]]*

SOLICITATION NUMBER: G S - ■ P - ■ - ■ - ■ -

SERVICE: CONSOLIDATED MAINTENANCE AND RELATED SERVICES

LOCATION(S):

PERIOD OF PERFORMANCE:

SOLICITATION ISSUE DATE: xxxx xx, 20xx

OFFER RECEIPT DATE/TIME: xxxx xx, 20xx

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Please remove this page after reviewing

**Remove this Section when finished with Performance Work Statement (PWS)**

**NOTES TO SPECIFICATION WRITER**

**General Instructions:**

The specifications listed constitute the standard for Operations and Maintenance services (O&M) for all PBS facilities. Regions shall not reduce specification provisions, but shall incorporate building specific requirements or adjustments as required. Regions are encouraged to aggregate the services in the national specification across multiple building locations to help further reduce their Contract costs. The region shall conduct a comparative analysis of the requirements required in the specification to determine those benefits through “economies of scale” and the best approach for successful implementation. Additionally, the document has been designed to be flexible and includes editor’s notes in blue and contained within square brackets “[ ]” to clarify the intent in these sections.

**Functional Guidelines:**

- Each section and subsection has a specific numbering system; if your building does not require a certain subsection, you must keep the subsection numbering header in the specification, but mark it reserved.
- Add regional-specific information and additional requirements.
- Do not insert page numbering until you have completed the scope to avoid confusion.
- Delete all blue editor’s notes and paragraphs when the specifications are finalized.
- Some exhibits are intended for editor and shall be deleted before sending to the Contractor. Exhibits 1 through 4 are to be submitted along with the PWS. Exhibit 5 is for the CO or designee, and Facility Manager. Exhibit 6 is to be included in SMART buildings running GSALink technology.
- Be sure to complete the Building Information Sheet (See Exhibit 1) for each building that is covered under the Contract.
- Contractor prices are to include labor, equipment, tools, supplies, supervision, management, and subcontracted services, except as set forth as Government-furnished, and otherwise to perform and provide the work described in Performance Work Statement (PWS).
- Tenants that delay Contractor access to the space they occupy shall reimburse GSA for the cost of delay. The CO or their designee shall specify in the contract what constitutes timely access to tenant’s space.
- Prior to sending out the specifications for Contractor’s bid, check with the tenant’s occupancy agreement or reach out to the appropriate tenant representative(s) to ensure the PWS meets the tenant’s services requirements. Tenant requirements that exceed the standard services are reimbursable to GSA.
- **Custodial Notes on changes:**
- The specifications in this scope of work shall constitute the national standard of service for custodial and related services provided to tenants by all regions. Regions that provide any of the services by a separate contract shall remove that portion of the Performance Work

Statement from the National Custodial Specification and make it part of a separate contract.  
Version 1.1 reflects changes associated with cleaning of frequently touched surfaces.

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- General Requirements and Best Practices
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- Tasks specified in the national custodial specification shall not be deleted unless they are 'not applicable' such as, but not limited to, requirements for Child Care services, snow removal, landscaping, etc. If any section is not applicable the language shall be removed and the section marked as RESERVED to maintain consistent number formatting.
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- This specification requires the Contractor to routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent that meet the sustainable product standards in Section C.2.1 and C.2.2 in this specification. This requirement is compliant with guidance issued by Centers for Disease Control and Prevention (CDC), which includes the routine cleaning of all high-touch surfaces.
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- Examples of high-touch (frequently touched) surfaces include, but are not limited to the following: handrails, door knobs, access control panels, light switches, countertops, water faucets and handles, elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls.
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- When disinfectants are used in this specification the Contractor should allow all disinfected surfaces to air dry.
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- Individual occupant agencies, not the custodial contractor, are responsible to provide their own products (such as disposable wipes) and to perform cleaning and/or disinfecting of their agency-owned equipment, such as telephones, computers, keyboards, docking stations, computer power supplies, computer mouse devices, personal fans and heaters, and desk lighting.
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- "Routinely," is defined as being in accordance with applicable guidance from the Centers for Disease Control and Prevention (CDC), but shall not be less frequently than once daily or once per shift where custodial services are provided for during more than one shift. Daily cleaning is defined as the normal operating hours where the custodial contractor is currently performing the standard services.

The Contractor must use U.S. Environmental Protection Agency-registered disinfectant products in accordance with directions provided by the manufacturer. Disinfection application and products should be chosen so as to not damage interior finishes or wood furnishings including GSA's fine arts collections and murals, and historic materials and finishes.

Regions should collaborate with their Contractors to assess opportunities for increasing worker productivity and reducing task frequencies based on the type of buildings and occupants being serviced.

Regions are encouraged to aggregate the services in the national specification across multiple building locations to help further reduce their contract costs. The region shall conduct a comparative analysis of the

tasks required in the specification to determine those benefits through 'economies of scale' and the best approach for successful implementation.

### **Above Standard Service**

Remove any service identified in [Section C.15 'Above Standard Services'](#) that does not apply to your region. For those items that do apply, ensure that the service is depicted in a line item on the pricing schedule, if you choose to obtain pricing with the proposals.

### **Building Information Sheet**

Regions are required to use the Custodial Square Footage Tool provided at the link below to prepare custodial square feet in [Exhibit J.1 'Building Information Sheet.'](#) To download the tool, if you have questions or need information on how to use this tool, please refer to the web site:

<https://sites.google.com/a/gsa.gov/national-custodial-operations-maintenance-specifications/estimating-tools>

It is important that the Government and Contractor agree and have a clear understanding on the amount of square footage that will be cleaned. The region should ensure that the Contractor fully understands that the tool calculates only the square feet that will be cleaned on a routine basis. Also, the regions must make adjustments to remove all square feet that will not be cleaned routinely. Examples of square feet that may be removed include, but are not limited to, the following:

- File room storage
- Mechanical rooms
- Stairwells
- Electrical and telecommunication closets
- Restricted 'Top Secret' areas
- Areas where friable asbestos is present
- Backrooms work areas and food locker areas in Concessions space
- Lab Space with biohazards, radiation exposure, and/or containment areas

### **Child Care**

The Contractor shall work with the local Child Care Program Manager to verify State and local requirements and provide a list of products when required. When any part of the contract is performed as a separate contract the relevant parts of this specification language shall be used in preparing the separate contract specification. When preparing the specification for solicitation, the spec. writer should work with their respective regional Child Care Program Manager. The spec. writer should expect to receive from their Child Care Program Manager the following: site specific instructions on recommended floor cleaning product/procedure, playground safety surface product (including snow removal and deicers) and blast film product, evacuation routes for playgrounds, and marked up floor plan with product areas. Coordinate with the regional Child Care Program Manager for interior finish maintenance specifications.

### **Contractor Prices**

The Contractor prices are to include personnel, labor, equipment, material, tools, supplies, supervision, management, training/certifications, and services, except as may be expressly set forth as Government furnished, and otherwise do all things necessary or incident to, perform and provide the work efforts described in the specification.

### **Communication Matrix**

## **Contract Provisions/Exhibits**

### **NOTE TO SPEC WRITER: A MUST READ**

ANY CONTRACT PROVISION OR EXHIBIT IN THIS SPECIFICATION THAT IS NOT APPLICABLE TO A PARTICULAR REGION, BUILDING, OR GEOGRAPHIC LOCATION SHALL BE DELETED AND THE SECTION MARKED RESERVED TO PRESERVE THE INTEGRITY OF THE TABLE OF CONTENTS AND SECTION REFERENCES. ALSO, ANY PART OF THIS CONTRACT THAT IS PERFORMED AS A SEPARATE CONTRACT, THE RELEVANT PART(S) OF THIS SPECIFICATION LANGUAGE SHALL BE USED IN PREPARING THE SEPARATE CONTRACT SPECIFICATION.

### **Fair Labor Standards Act (FLSA) Wage Escalation**

Price adjustment should be based on actual cost data, rather than base-year, proposed hours. The price adjustment clause at FAR 52.222-43 provides that any adjustments shall "reflect the Contractor's actual increase or decrease in applicable wages and fringe benefits. The purpose of the price adjustment clause is to reimburse actual costs incurred by the Contractor to comply with an increase in the applicable wage determination. This is the case, regardless of whether the contract is labeled as fixed price.

### **Integrated Pest Management (IPM) Plan**

The Option B language identified in the Integrated Pest Management (IPM) section shall be used in the development of a separate pest management contract. The description of the IPM and the Preventive Pest Management paragraphs shall be inserted to create the standalone Performance Work Statement (PWS).

### **Indoor Firing Ranges (IFRs)**

Cleaning of IFRs is a specialized service and will not be performed under the context of this PWS.

### **Required Background Investigations that Exceed HSPD-12 Requirements**

Tenants that require Contractor background investigations that exceed HSPD-12 shall reimburse GSA for actual costs incurred to obtain and renew credentials for the Contractor personnel. Only Contractor personnel with the higher-level investigations are authorized to enter the tenant's space.

### **Snow and Ice Removal**

The removal of snow and ice from entrances, walks, landings, etc. is included as part of the standard service with workforce diversion. If your region has significant snow and ice issues where plowing and heavy equipment are needed, and a separate contract is not desired, you must ensure that the paragraph remains in [Section C.15 'Above Standard Services'](#) to allow for the ordering of heavy equipment services when needed.

Remember to identify the types of line items required so they can be inserted in the Pricing Schedule. Options include but are not limited to: Vehicle with 5-8 ft blade and driver; Vehicle with 10 ft blade and driver; Front end loader with operator; Tandem axle dump truck and driver; snow blower with operator, etc. For snow and ice removal outside of cleaning hours, use the hourly overtime rate.

### **Suspension of Work**

The adjustment below on the Suspension of Work shall be incorporated in either Section G or Section I of this specification.

In the event services are not provided or required by the Government because the building(s) is closed due to inclement weather, under construction, unanticipated holidays declared by the President, failure of the Congress to appropriate funds, etc., reductions shall be computed as follows:

- The reduction rate in dollars per day shall be equal to the per month contract price for the building(s), divided by the number of working days per month.
- The reduction rate in dollars per day multiplied by the number of days services are not provided or required. In the event services are provided for portions of days, appropriate adjustments shall be made by the Contracting Officer to assure the Contractor is compensated for services provided.

As long as the Contractor pays employees as if it were an anticipated Federal holiday, the Contractor will be paid for the unanticipated holiday as if it were a normal Federal Holiday.

### **Trash and Recycling Services**

If the Government contracts separately for trash removal, and/or the recycling disposal company and the Contractor is a SourceAmerica/AbilityOne NPA, please refer to the most current Service Purchase Exception (PE), signed and issued from the Committee for Purchase from People Who Are Blind or Severely Disabled to GSA and SourceAmerica. The PE permits GSA to administer the trash removal and recycling disposal services through a direct contract..

### **Space Change Tool**

The Space Change Tool that is referenced in [H.17](#) is available at <https://insite.gsa.gov/services-and-offices/public-buildings-service/facilities-management/facilities-operations/custodial-operations>

### **Verifying Tenant Service Requirements**

Prior to sending out the specification for the Contractor's proposal, check the tenant's occupancy agreement and/or reach out to the appropriate tenant representative(s) to make sure that the SOW meets the tenant's service requirements. Tenant requirements that exceed the standard services are reimbursable from the tenant.

### **Change log:**

1. Added espc uesc language to many para. Highlighted **in Yellow** on 6/15/2021
2. Added green roof language to para. C.6.7.1.1 on 3/17/2021
3. Added PV/EVSE to para. C.6.17 on 7/26/2021
4. NCMMS meter reading and creating job plans made mandatory. Large building options changed to 1,000,000 SF, C.1.9.2, 7/27/2021
5. Optional NCMMS meter creation and reading para. C.5.6.3, has deliverable.
6. Updated to CDC recommendations of 4/1/2021
7. Updated to revive 2016 refrigerant restrictions to include HFCs to same as HCFCs.
8. C.1.2.8.3 Added "annually" to the reporting requirement
- 9.

## Table of Contents

Change log:	6
Section 1 General Contract Requirements	21
C.1.0 GENERAL	21
C.1.1 Scope of Work	22
C.1.1.1 Discrepancy in the Specifications	23
C.1.2 Personnel	23
C.1.2.1 Contractor Key Personnel	23
C.1.2.2 Authority	24
C.1.2.3 Communication Equipment	24
C.1.2.4 Language	25
C.1.2.5 Employee Suitability	25
C.1.2.6 Employee Technical Qualifications	26
C.1.2.7 Certifications	27
C.1.2.7.1 Qualifications of Fire Alarm System Technicians	27
C.1.2.7.2 Qualifications of Water-Based Fire Suppression System Technicians	27
C.1.2.7.3 Qualifications of Technicians	27
C.1.2.7.4 Qualifications for Electrical Technician	28
C.1.2.8 Employee Training	28
C.1.2.8.1 Asbestos Awareness Training	28
C.1.2.8.2 Re-Tuning Training	28
C.1.2.8.3 Education Requirements and Certifications	29
C.1.2.8.4 NCMMS Training	29
C.1.2.8.5 Lead Awareness Training	30
C.1.2.9 Appearance	30
C.1.2.10 Standards of Conduct	30
C.1.2.11 Recording Presence	30
C.1.2.12 Personal Identity Verification Requirements	30
C.1.2.13 Credentials and Identification	31
C.1.2.14 Escorting	31
C.1.3 Quality Control Program	31
C.1.3.1 Quality Control Plan	32
C.1.3.2 Quality Control Plan Contents	32
C.1.3.2.1 Inspection Program	32
C.1.3.2.2 Methods	32
C.1.4 Quality Assurance	33

C.1.4.1 Contracting Officer's Representative (COR)	34
C.1.4.2 Government Monitoring	34
C.1.4.3 Performance Evaluations	34
C.1.5 Physical Security	35
C.1.5.1 Key Control	35
C.1.5.2 Lock Combinations	35
C.1.6 Safeguarding Sensitive Data and Information Technology Resources	35
C.1.6.1 General	35
C.1.6.2 Safeguarding and Dissemination of Controlled Unclassified Information	36
C.1.6.2.1 General	36
C.1.6.2.2 Marking CUI	36
C.1.6.2.3 Authorized Recipients	36
C.1.6.2.4 Dissemination of CUI Building Information	37
C.1.6.2.4.1 By Electronic Transmission	37
C.1.6.2.4.2 By Non-electronic Form or on Portable Electronic Data Storage Devices	37
C.1.6.2.4.2.1 By Mail	37
C.1.6.2.4.2.2 In Person	37
C.1.6.2.5 Record Keeping	37
C.1.6.2.6 Safeguarding CUI Documents	38
C.1.6.2.7 Destroying CUI Building Information	38
C.1.6.2.8 Notice of Disposal	38
C.1.6.2.9 Incidents	38
C.1.6.2.10 Subcontracts	38
C.1.7 Hours of Operation	38
C.1.7.1 Normal Working Hours	38
C.1.7.2 Core Coverage Hours	39
C.1.7.3 Recognized Holidays	39
C.1.7.4 Extended Operating Hours	39
C.1.7.5 Building Access	39
C.1.8 Conservation of Utilities	39
C.1.9 Use of NCMMS	40
C.1.9.1 General	40
C.1.9.2 Operations	41
C.1.9.3 Reporting	42
C.1.10 Documentation and Records	43
C.1.11 Ordinances, Taxes, Permits, and Licenses	43

C.1.12 Other Contractors	43
C.1.13 Government Forms	43
C.1.14 Contractor Maintenance Performance Plans	43
SECTION 2 DEFINITIONS	45
C.2.0 General	45
C.2.1 Above-Standard Services	45
C.2.2 Acceptance	45
C.2.3 Additional Services	45
C.2.4 Advanced Meters	45
C.2.5 Advanced Metering Systems	45
C.2.6 Annual Child Care Facility Survey	45
C.2.7 Architectural and Structural	45
C.2.8 Basic Services	46
C.2.9 Building Automation System (BAS)	46
C.2.10 Building Operating Plan	46
C.2.11 National Computerized Maintenance Management System (NCMMS)	46
C.2.12 Consumable Parts	46
C.2.13 Contracting Officer (CO)	46
C.2.14 Contracting Officer's Representative (COR)	46
C.2.15 Contractor	47
C.2.16 Core Coverage Hours	47
C.2.17 Corrective Maintenance	47
C.2.18 Demand Response Program	47
C.2.19 Emergency Callback	47
C.2.20 Energy Conservation Measure (ECM)	47
C.2.21 Energy Savings Performance Contract (ESPC)	47
C.2.22 Environmentally Sustainable Products and Services	48
C.2.23 Exterior	48
C.2.24 Fire Protection and Life Safety Systems	48
C.2.25 GSALink	48
C.2.26 Green Procurement Compilation (GPC)	48
C.2.27 Indefinite Quantity	48
C.2.28 Initial Deficiency Report	48
C.2.29 Miscellaneous Work	49
C.2.30 Modification of Contract	49
C.2.31 Non-Reimbursable Repairs	49

C.2.32 Normal Working Hours	49
C.2.33 Occupant Emergency Plan (OEP)	49
C.2.34 Ongoing Commissioning	49
C.2.35 Open Protocol Systems	49
C.2.36 Operations	50
C.2.37 Overtime Utilities	50
C.2.38 Partnering	50
C.2.39 Performance Work Statement (PWS)	50
C.2.40 Predictive Maintenance	50
C.2.41 Preventive Maintenance	50
C.2.42 Quality Assurance Surveillance Plan (QASP)	50
C.2.43 Quality Control Plan	51
C.2.44 Rapid Building Assessment Program	51
C.2.45 Repair	51
C.2.46 Reimbursable Repair	51
C.2.47 Tour	51
C.2.48 Utility Energy Service Contract (UESC)	51
C.2.49 Vertical Transportation Systems	51
C.2.50 Watch	52
C.2.51 Water Conservation Measure (WCM)	52
C.2.52 Work Order	52
SECTION 3 GOVERNMENT-FURNISHED PROPERTY	53
C.3.0 General	53
C.3.1 Electric Power	53
C.3.2 Water Source	53
C.3.3 Contractor Office Space and Furnishings	53
C.3.4 Storage Space	53
C.3.5 Network Equipment and Computer Hardware	54
SECTION 4 CONTRACTOR- FURNISHED PROPERTY SUPPLIES/MATERIAL/EQUIPMENT	55
C.4.0 General	55
C.4.1 Specific Requirements	55
SECTION 5 OPERATIONS-SPECIFIC REQUIREMENTS	56
C.5.0 General	56
C.5.1 Tenant Environment	56
C.5.1.1 Tenant Furniture	56
C.5.2 Building Operating Plan	56

C.5.2.1 Components of the Building Operating Plan	57
C.5.3 Equipment Inventory	59
C.5.3.1 General:	59
C.5.3.2 Operations	60
C.5.3.3 Reporting	61
C.5.4 Safety Management	62
C.5.4.1 General	62
C.5.4.2 Workplace Safety and Health Program	62
C.5.4.2.1 Reporting	62
C.5.4.3 Scheduling and Record Keeping	62
C.5.4.3.1 Reporting	63
C.5.4.4 Fall Protection	63
C.5.4.5 Powered Platforms	63
C.5.4.6 Lock Out/Tag Out	63
C.5.4.7 Confined Spaces	63
C.5.4.8 Facility Hazards and Accidents	63
C.5.4.8.1 Hazards	63
C.5.4.8.2 Accidents	63
C.5.4.9 Disruptive or Hazardous Equipment	64
C.5.4.9.1 Tools	64
C.5.4.9.2 Hooks, Cranes, Hoists Chains and Slings	64
C.5.4.10 Scheduled Disruption to Utilities, Lighting, Fire Protection & Life Safety Systems, or Space Conditioning	64
C.5.4.11 Safety Data Sheets and Hazard Communication Plan	64
C.5.4.11.1 Safety Data Sheets	64
C.5.4.11.2 Hazard Communication Plan	64
C.5.4.12 Labeling and signage	65
C.5.4.13 Emergency Shutdown Instructions	65
C.5.4.14 Electrical Safety	65
C.5.4.15 Labeling of Electrical Circuits and Panels	65
C.5.5 Environmental Management	65
C.5.5.1 General	65
C.5.5.2 Refrigerants	66
C.5.5.2.1 Operations	66
C.5.5.2.2 Maintenance (Refrigerant Recycling, Reclamation, and Disposal)	66
C.5.5.2.3 Testing/Inspections	66
C.5.5.2.4 Reporting	66

C.5.5.3 Local Air Quality Management Operating Permits	67
C.5.5.4 Stationary Engines	67
C.5.5.5 Fuel Storage Tank Management	67
C.5.5.6 Solid Waste	67
C.5.5.7 Polychlorinated Biphenyl (PCB) Control	68
C.5.5.8 Asbestos Management	68
C.5.5.9 Disposition of Hazardous Waste	68
C.5.5.10 Backflow Prevention Devices	69
C.5.5.11 Potable Water Systems	69
C.5.5.12 Reporting	69
C.5.5.13 Contractor Pandemic Plan	70
C.5.6 Energy and Water Efficiency	72
C.5.6.1 General	72
C.5.6.2 Operations	72
C.5.6.3 Reporting	72
C.5.7 Advanced Metering Systems	73
C.5.7.1 General	73
C.5.7.2 Operations	73
C.5.7.3 Maintenance	73
C.5.7.4 Reporting	74
C.5.8 Building Automation Systems and IT Controls	74
C.5.8.1 General	74
C.5.8.2 Operations	75
C.5.8.2.1 GSA-hosted Systems Requirements	75
C.5.8.2.2 Excepted Systems Requirements (not hosted on GSA's system infrastructure)	76
C.5.8.3 Maintenance	77
C.5.8.3.1 BAS Control Systems and upgrades	77
C.5.8.3.2 BAS Alarms	78
C.5.8.4 Testing/Inspecting	78
C.5.8.5 Reporting	78
C.5.8.6 Smart Building Technology	78
C.5.9 Fire Protection and Life Safety Equipment and Systems	79
C.5.9.1 General	79
C.5.9.2 Fire Alarm System Services and Emergency Communication Systems	80
C.5.9.3 Water-Based Fire Protection Systems	81
C.5.9.4 Fire-rated Door Assemblies	82

C.5.9.5 Fire Damper and Combination Fire/Smoke Dampers	82
C.5.9.6 Smoke Doors Assemblies	82
C.5.9.7 Smoke Dampers	82
C.5.9.8 Portable Fire Extinguishers	82
C.5.9.9 Non-Water-Based Fire Extinguishing Systems	83
C.5.9.10 Smoke Control Systems	83
C.5.9.11 Emergency and Standby Power Systems	83
C.5.9.12 Emergency Lighting Systems and Exit Signage	83
C.5.9.13 Fire Resistance Rated Construction	84
C.5.9.14 Lightning Protection Systems	84
C.5.9.15 Chemical Sensors	84
C.5.10 TOURS	85
C.5.10.1 General	85
C.5.10.2 Proactive Facility Tours	85
C.5.10.3 Minimum Tour Frequencies	85
C.5.10.4 Monitoring of Central Plant Equipment	85
C.5.10.5 Operating Logs and Tour Check Sheets	86
C.5.10.6 Reporting	86
C.5.11 Repairs	86
C.5.11.1 General	86
C.5.11.2 Operations	87
C.5.11.2.1 Non-Reimbursable Repair	87
C.5.11.2.2 Partially Reimbursable Repairs	88
C.5.11.2.3 Fully Reimbursable Repairs	89
C.5.11.3 Warranties	89
C.5.11.4 Third-Party Contractors	89
C.5.12 Work Orders	89
C.5.12.1 General	89
C.5.12.2 Operations	90
C.5.12.2.1 Emergency Work Order	91
C.5.12.2.2 Emergency Call Back (Beyond Core Coverage Hours)	91
C.5.12.2.3 Urgent Work Order Response	91
C.5.12.2.4 Routine Work Order Response	91
C.5.12.3 Data Maintenance	92
C.5.12.4 Reporting	92
C.5.13 Additional Services Indefinite Quantity Provisions	92

C.5.13.1 General	92
C.5.13.2 Price Proposal for Additional Services Work Request	92
C.5.13.2.1 Parts and Materials	93
C.5.13.2.2 Labor	93
C.5.13.3 Additional (Non-Pricing Schedule) Subcontracts	93
C.5.13.4 Indirect Costs (Markup)	93
C.5.13.5 Proposal Review	93
C.5.13.6 Additional Services Work Request Ordering and Invoicing	93
C.5.13.7 Cost Documentation	93
C.5.13.8 Construction Services	94
C.5.14 Building Management and Support Services	94
C.5.14.1 General	94
C.5.14.2 Miscellaneous Work	95
C.5.14.3 Review of Design Documents	95
C.5.14.3.1 Reporting	95
C.5.14.4 Inspections Assistance for Space Build Outs	96
C.5.14.5 Flag Procedures	96
C.5.14.6 Overtime Utilities	96
C.5.15 Monthly Progress Report	96
C.5.15.1 General	96
C.5.16 Reference Library	97
C.5.16.1 General	97
SECTION 6 MAINTENANCE SPECIFIC REQUIREMENTS	98
C.6.0 General	98
C.6.1 Maintenance Standard	98
C.6.2 Boiler Systems	99
C.6.2.1 General	99
C.6.2.2 Operation	99
C.6.2.3 Boiler Maintenance	99
C.6.2.4 Testing and Inspecting	99
C.6.2.5 Reporting	100
C.6.3 Air Distribution Equipment	100
C.6.3.1 General	100
C.6.3.2 Operation	100
C.6.3.3 Maintenance	101
C.6.3.4 Replacement of Air Filters	101

C.6.3.5 Testing and Inspecting	102
C.6.3.6 Reporting	102
C.6.4 Chiller Systems	102
C.6.4.1 General	102
C.6.4.2 Operation	102
C.6.4.3 Maintenance	102
C.6.4.4 Testing/Inspecting	102
C.6.4.5 Reporting	103
C.6.5 Cooling Towers	103
C.6.5.1 General	103
C.6.5.2 Operations	103
C.6.5.3 Maintenance	103
C.6.5.4 Testing	104
C.6.5.5 Reporting	104
C.6.6 HVAC Water Management	104
C.6.6.1 General	104
C.6.6.2 HVAC Water Management Plan	104
C.6.6.3 Operation	105
C.6.6.4 Maintenance	105
C.6.6.5 Testing and Inspecting	105
C.6.6.6 Reporting	106
C.6.6.7 Chemical Free Water Treatment System	109
C.6.7 Domestic Plumbing Systems	109
C.6.7.1 General	109
C.6.7.1.1 Green Roof Maintenance	109
C.6.8 Lighting Systems	110
C.6.8.1 General	110
C.6.8.2 Operation	110
C.6.8.3 Maintenance	112
C.6.8.4 Testing and Inspecting	113
C.6.9 Electrical Switchgear and Switchboards	113
C.6.10 Emergency Power Equipment	113
C.6.10.1 General	113
C.6.10.2 Operation	114
C.6.10.3 Maintenance	114
C.6.10.4 Testing and Inspecting	114

C.6.10.5 Reporting	115
C.6.11 Oil Analysis and Oil Changes	115
C.6.11.1 General	115
C.6.11.2 Operations	116
C.6.11.3 Testing and Inspecting	116
C.6.11.4 Reporting	116
C.6.12 Vertical Transportation Systems	116
C.6.12.1 Elevator Associated Equipment Maintenance	116
C.6.13 Architectural and Structural Systems	117
C.6.13.1 General	117
C.6.13.2 Replacement Items and Painting	117
C.6.13.3 Machinery Rooms	118
C.6.13.4 Historic Buildings	118
C.6.13.5 Architectural Woodwork	118
C.6.13.6 Directories	119
C.6.13.7 Roofs	119
C.6.13.8 Roof Anchorages	119
C.6.14 Perimeter Access Control Systems (Security fixtures)	119
C.6.14.1 General	119
C.6.15 Child Care Center	120
C.6.16 Vertical Transportation Systems and Associated Equipment	120
C.16.1 Scope of VTS Work	121
C.16.2 VTS Performance Requirements	121
C.16.3 Acceptance of VTS Equipment	122
C.16.4 VTS Costs Not Covered by the Monthly Price for VTS Operations and Maintenance Services	122
C.16.5 More Standard VTS Requirements:	123
C.16.5.1 VTS Housekeeping	123
C.16.5.2 VTS Equipment Changes	124
C.16.5.3 VTS Quality Control Program	124
C.16.5.4 VTS NCMMS Requirements	125
C.16.5.5 VTS Safety Codes	127
C.16.5.6 VTS Key Control Plan	127
C.16.5.7 Adding or Removing VTS Equipment	127
C.16.5.8 Qualifications of VTS Contract Employees	128
C.16.5.9 VTS Supplies, Materials, and Equipment	128
C.16.5.10 VTS Inspections and Tests	129

C.16.5.11 VTS Repairs	130
C.16.5.12 VTS Service Calls	131
C.16.5.13 VTS Preventative Maintenance	132
C.6.17 Photo Voltaic Systems and Electrical Vehicle Support Systems	133
C.6.17.1 General	133
C.6.17.2 Operation	133
C.6.17.3 Maintenance	133
C.6.17.4 Testing and Inspecting	133
C.6.17.5 Reporting	134
SECTION 7 ADMINISTRATIVE INSTRUCTIONS	135
C.7.0 Initial Inspection	135
C.7.1 Existing Deficiency Inspection/Initial Deficiency Report	135
C.7.2 Startup Phase/Transition Phase	136
C.7.2 Startup Phase (New or Modernized Facility)	137
C.7.2.1 Startup Phase Schedule (Transition Phase)	138
C.7.2 Transition Phase	138
C.7.2.1 Transition Phase Schedule	139
C.7.3 Phase-out Transition Period	139
C.7.4 Contract Closeout Examination and Withholding of Final Payment	140
SECTION 8 PUBLICATIONS AND CITED STANDARDS	141
C.8.0 Publications	141
SECTION 9 CUSTODIAL AND RELATED SERVICES	144
C.9.0 General	144
C.9.1 The Contractor shall	144
C.9.2 Cleaning Hours	144
C.9.3 Sustainable Cleaning	144
C.9.4 Sustainable Purchasing	145
C.9.5 Sustainable Product Standards	145
C.9.6 Proof of Compliance	146
C.9.7 Sustainable Cleaning Plan	146
C.9.8 Hazard Communication Plan	146
C.9.9 Safety Data Sheets	146
C.9.10 Standard Services	147
C.9.10.1 Interior Services	147
C.9.10.1.1 Floor Care	147
C.9.10.1.2 Carpets and Rugs	148

C.9.10.1.3 Floor Mats and Runners	149
C.9.10.1.4 Restrooms, Shower Rooms, Tenant Break Rooms, Locker Rooms, Fitness Centers, Lactation Rooms, Laboratories, Health Units, and Holding Cells	149
C.9.10.1.5 Fixtures	151
C.9.10.1.6 Surfaces	151
C.9.10.1.7 High-Touch Surfaces	151
C.9.10.1.8 Walls	152
C.9.10.1.9 Trash and Wastebaskets	152
C.9.10.1.10 Elevators, Escalators and Stairways	152
C.9.10.1.11 Interior Window Washing	152
C.9.10.1.12 Blinds and Coverings (Not Including Drapes, Curtains and Unique Coverings)	153
C.9.10.1.13 Fine Arts Collection	153
C.9.10.1.14 Historic Buildings	153
C.9.10.1.15 Policing Inside Areas	154
C.9.10.1.16 Interior and Atrium Plants (Government Furnished Plants)	154
C.9.10.1.17 Concessions (Cafeterias, Snack Bars and Vending Machine Areas)	154
C.9.10.1.18 United States Postal Space	154
C.9.10.2 Exterior Services	155
C.9.10.2.1 Exterior Plate Glass	155
C.9.10.2.2 Exterior Window Washing	155
C.9.10.2.3 Canopies	155
C.9.10.2.4 Hard Surface Areas	155
C.9.10.2.5 Ash Receptacles and Trash Containers	156
C.9.10.2.6 Surfaces (Signs, Vending Machines, Tables, etc.)	156
C.9.10.2.7 Graffiti Removal	156
C.9.10.2.8 Excrement Removal (Human, Bird and Animal)	156
C.9.10.2.9 Policing Outside Areas	157
C.9.10.3 Snow and Ice Removal	157
C.9.10.4 Grounds Maintenance	158
C.9.10.4.1 Landscape Erosion Management	158
C.9.10.4.2 Grounds Maintenance Services	159
C.9.10.4.3 Composting	159
C.9.10.4.4 Trees and Shrubs	159
C.9.10.4.5 Mulching	160
C.9.10.4.6 Mowing and Edging	160
C.9.10.4.7 Leaf Removal	160

C.9.10.4.8 Overseeding, Dethatching and Plugging	161
C.9.10.4.9 Fertilization	161
C.9.10.4.10 Flowerbeds and Plants	161
C.9.10.4.11 Soil and Ground Covers	161
C.9.10.4.12 Unimproved Grounds	161
C.9.10.4.13 Fence Lines	162
C.9.10.4.14 Weeds	162
C.9.10.4.15 Irrigation	162
C.9.10.4.16 Watering	163
C.9.10.5 Solid Waste Management	163
C.9.10.5.1 Solid Waste Management Program	163
C.9.10.5.1.2 Solid Waste Audits	164
C.9.10.5.1.3 Solid Waste Removal and Disposal	164
C.9.10.5.1.4 Solid Waste Records and Reports	165
C.9.10.5.1.5 Pick-ups on Call	165
C.9.10.5.1.6 Recycling	166
C.9.10.5.1.7 Extent of Work	166
C.9.10.5.1.8 Recyclable Materials Disposition	168
C.9.10.5.1.9 Recyclables	168
C.9.10.5.1.10 Pick-ups on Call	168
C.9.10.5.1.11 Recycling Containers	169
C.9.10.5.1.12 Restriction on Use	169
C.9.10.5.1.13 Recycling Proceeds	170
C.9.10.5.1.14 Solid Waste and Recycling Reports	170
C.9.10.6 Integrated Pest Management	170
C.9.10.6.1 Preventive Pest Maintenance	170
C.9.10.6.2 Initial Pest Assessment	171
C.9.10.6.14 Safety and Health	176
C.9.10.7 Exposure Control Plan	176
C.9.10.8 Reserved	177
C.9.10.9 Child Care Center	177
C.9.10.9.1 Products	178
C.9.10.9.2 Standards	179
C.9.10.9.5 Quality Standards for Child Care	182
C.9.10.10 RESERVED	184
C.9.10.11 Reserved	184

C.9.10.12 RESERVED	184
C.9.10.13 Cleaning Schedule	184
C.9.10.14 Reserved	185
C.9.11 Above Standard Services	185
C.9.11.1 Carpet Extraction (Private Areas)	185
C.9.11.2 Interior Window Washing	185
C.9.11.3 Exterior Window Washing	185
C.9.11.4 Pressure Washing and Steam Cleaning	185
C.9.11.5 Tree Thinning	185
C.9.11.6 Government Furnished Trees and Plants	186
C.9.11.7 Snow and Ice Removal for Areas Requiring Heavy Equipment	186
C.9.11.8 Sub-Contracted Graffiti Removal	186
C.9.11.9 High Cleaning	186
C.9.11.10 Machine Strip and Wax Resilient Office Floors	187
C.9.11.11 Holding Cell Interiors	187
C.9.11.12 Cleaning/Polishing of Exterior Brass	187
C.9.11.13 Postal Service Floor Sealing	187
C.9.11.14 Additional Disinfecting of Frequently Touched Surfaces	187
Exhibit 10A Dumpster Monthly Log Form	249
Exhibit 15, NCMMS Audit Tool	1
Exhibit 16 Inventory/NCMMS	1

## Section 1 General Contract Requirements

### C.1.0 GENERAL

This is a Performance Work Statement (PWS) for Operations, Maintenance, and Related Services defined under the scope of this contract. This PWS also includes the requirements for Custodial and related services which are outlined in Section 9 of this PWS. This PWS describes the minimum requirements of the U.S. General Services Administration (GSA) and acceptable outcomes to be performed by the Operations and Maintenance Contractor (known from here on as Contractor). All, or part of, the successful offeror's Management Plan shall be incorporated into the contract.

GSA seeks to establish a partnering relationship with the Contractor to accomplish the program objectives in this contract. The objective of the partnering process is to provide an effective problem-finding/problem-solving management team composed of personnel from both parties, thus creating a single culture with one set of goals and objectives. Partnering requires that both parties recognize and address those opportunities and challenges that shall be confronted to help maintain the health of the Contractor/GSA relationship. The relationship is based on trust, dedication to common goals, and an understanding of each other's individual expectations and values. The team shall consider utilizing a facilities engineering and systems thinking approach to provide solutions from a global perspective. The outcome of this initiative is for GSA to leverage Contractor expertise to assist GSA in accomplishing these goals and objectives.

GSA intends to purchase Contractor provided technical and managerial expertise to assist in the holistic management of assets over the long term. This program strategy has taken the name "*facilities engineering*" and has proven to be a successful model resulting in efficient and effective management of assets while maintaining a lower overall cost of operations. The facilities engineering model is dependent upon an effective partnership with a highly skilled Contractor whose objectives are based on mutual understanding of the stated requirements and objectives. A higher level of effective communication between the Government and Contractor is essential for partnering and for this performance based service contract to succeed, whereas the success of this contract is shared between the Government and the Contractor. More emphasis is placed on the Contractor's self-management of quality, not the usual inspection by Government inspectors, although that is a part of this contract as well. All parties shall act proactively to reduce service cost.

To establish a standard of facilities engineering practices, thought processes and problem solving throughout the model, GSA established a program philosophy rooted in "*systems thinking*" whereby the means and methods for providing building operations and maintenance are established through investigations, metrics, and feedback loops, and by establishing a partnership between the Government and Contractor to achieve joint performance objectives. The goal of applying systems thinking to facility management is to see that every action or decision in operating, maintaining, and retrofitting a building shall result in an impact (financial, environmental or, human resource, or any combination thereof), and to evaluate the "full circle" implications. Long term application of systems thinking throughout GSA has resulted in both Contractor and

Government joint command of short-term and long-term cohesive management of real property assets.

GSA is committed to Federal leadership in the design, construction, and operation of high-performance and sustainable buildings. A major element of this strategy is the implementation of common strategies for operating and maintaining buildings. As a result, this contract requires the Contractor to participate and partner with the Government in the initiative of obtaining high performance and sustainable operations, inclusive of initiatives to conserve energy and water consumption, recycling programs, meeting or exceeding specific environmental, regulatory, or performance standards, and the utilization of green products and services. The following sections detail the GSA minimum requirements and acceptable outcomes. The Contractor shall closely monitor all aspects of the work, identify deficiencies and implement corrective action, without reliance on Government oversight.

To the extent possible and consistent with EO 13788, the Contractor shall maximize the use of goods, products and materials that are produced in the United States.

### **C.1.1 Scope of Work**

The Contractor shall provide management, supervision, labor, materials, equipment, and supplies (shipping & handling) and shall be responsible for the efficient, effective, economical, and satisfactory operation, scheduled and unscheduled maintenance, repair of equipment and systems, including vertical transportation and all related services. This scope of work also includes all custodial and custodial related services. The services will be provided within the property line of the following locations:

**[[[Note to Spec Writer: Remove reference to vertical transportation systems if your region has a separate contract for vertical transportation systems. Also make changes in sub section 6.12.]]]**

**[[[Note to Spec Writer: Include if any of the locations covered by this solicitation have an active ESPC or UESC: Locations X, Y, and Z have an active Energy Savings Performance Contract (ESPC) or Utility Energy Service Contract (UESC). The contract shall operate and maintain these locations in consideration with the ESPC/UESC to ensure to the greatest extent possible that energy savings targets are satisfied or exceeded. ]]]**

**[[[Note to Spec Writer: Include if LPOE contract: adjacent buildings such as adjacent Land Port of Entry (LPOE) but under special Memorandum of Understanding/Memorandum of Agreement (MOU/MOA) between GSA and cooperating partners or bridge owner proponents and facilities residing off of GSA property, LPOE outbound canopies that are in use by supporting agencies. ]]]**

**[[[(List locations: Building Number, Building Name, and Building Address)]]]**

**[[[Table format is not required just the information]]]**

City	Building Name	Building Number	Building Street Address

Additional services may be ordered at the discretion of GSA for work relating to the operations, maintenance and repair, custodial and related services, or upgrade of the facilities listed above, but not covered in the basic services of the contract. Government furnished items are specifically excluded in this contract, except as specified in Section 3.

#### **C.1.1.1 Discrepancy in the Specifications**

In any cases of discrepancy in the specifications, the matter shall be immediately submitted to the Contracting Officer (CO). The decision of the CO as to the proper interpretation of the specifications shall be final in accordance with the Disputes Clause of this Contract.

#### **C.1.2 Personnel**

**[[[Note to Spec Writer: If a SLA is in place, insert “and conditions are maintained to meet service level agreements per this contract and avoid any disruption”]]]**

The Contractor shall adhere to the submitted staffing plan and subcontracting plan that was submitted prior to award as part of the Bid proposal. Contractor shall submit staffing/subcontractor plan that provides sufficient numbers of staff at the various levels of expertise to ensure all scheduled and unscheduled services are performed and conditions are maintained to avoid any disruptions to the tenant. Any changes to the proposed staffing levels, qualifications of proposed staff or key personnel, or the areas of expertise or disciplines of the proposed staff shall be submitted for review and approval from the CO or their designee.

##### **C.1.2.1 Contractor Key Personnel**

**[[[Note to Spec Writer: For small contracts that do not require a full time onsite staff, modify this requirement]]]**

The Contractor shall designate a Contract Project Manager in writing and provide the name and contact information to the CO. The Contract Project Manager is considered essential to the work being performed under this Contract. Before removing, replacing, or diverting the Contract Project Manager, the Contractor shall (1) notify the CO two weeks in advance and (2) submit justification (including proposed substitutions) in sufficient detail to permit evaluation of the impact on this Contract.

**[[[Note to Spec Writer: For Union labor use Union terms, example Chief Engineer titles.]]]**

The Contract Project Manager shall possess at least five years of recent (within the past seven years) experience in the management and supervision of building mechanical operations and maintenance for buildings of the approximate size, complexity and characteristics of the buildings to be covered by this Contract. A detailed resume shall be submitted to the CO or their designee for approval prior to the assignment of the project manager to the Contract. Both new and replacement project manager's shall meet these qualification standards. Minimally, the resume shall contain:

- a. The full name of the proposed project manager.
- b. A detailed description of the proposed project manager's employment history for the previous five years. The names and addresses of the companies for whom the proposed project manager worked for the past five years, along with the names and telephone numbers of the immediate supervisors.

**C.1.2.2 Authority**

The Contract Project Manager shall have complete authority to act for the Contractor in every detail during the term of the Contract, and shall have the authority to exercise financial expenditures and controls, accept notices of deductions, inspection reports and all other correspondence on behalf of the Contractor. This Contract requires onsite managerial supervision. The Contractor can fulfill this requirement by having the Contract Project Manager located onsite or having an additional onsite Supervisor. If the Contractor decides that the requirement is to be filled with an onsite supervisor, the above requirements for Contract Project Manager shall be the same.

**C.1.2.3 Communication Equipment**

The Contractor shall provide key operational personnel (Managers, Supervisors, and Mechanical Engineers, Mechanical Supervisors, Operating Engineers, Heating, Ventilation and Air Conditioning (HVAC) Mechanics) with portable electronic means to communicate with GSA for all work covered under this Contract (Work Orders, emergencies, status of projects). Outside of normal working hours, the Contractor shall maintain some designated form of communication with on-call staff to allow the CO or their designee to contact such on-call staff at any time for emergency response. Electronic communication methods are the following:

- Phone/Emails/Text messaging smartphone or tablet devices. The Contractor is responsible for all initial and monthly costs associated with the device(s). In areas where cellular service is unavailable, or unreliable, special exceptions shall be made by the CO or designee on a case-by-case basis. Such devices shall be on the list of GSA- approved devices and are to be processed through GSA's procedures for remote mobile management. This shall allow for mobile access to GSA email, the National Computerized Maintenance Management System (NCMMS) mobile environment and Building Automation Systems (BAS) alarms. The process for this and the list of currently approved devices is available upon request. Contractor personnel under this Contract must obtain and maintain an official GSA ENT account (this is your enterprise account for signing into systems administered by GSA) and monitor their GSA email account for all notifications.

- Fax. Receiving and sending faxes is acceptable as a secondary communication method for locations that have problems with wireless device signal strength. However, delaying faxes because of combined usage of voice and fax on the same line is not acceptable.
- Telecom equipment must be in compliance with the John S. McCain National Defense Authorization Act (NDAA) for Fiscal Year 2019, specifically NDAA 889.

#### **C.1.2.3.1 CIO 2100 IT Security Policy**

The Contractor shall ensure compliance with GSA Order CIO 2100.1K. Contractor core personnel under this Contract must obtain an official GSA email account. Employees must have clearance before they shall access GSA email, NCMMS, or other Government systems. The GSA Order CIO 2100 prohibits an employee or Contractor supporting GSA from creating or sending information using a non-official GSA electronic messaging account (*i.e.*, company or personal email account). The Contractor shall ensure compliance with the Department of Homeland Security ICS-CERT cyber security guidance and recommendations. Guidance can be found at the web site in document titled "Web Links" at: [Operations and Maintenance Specification](#)

#### **C.1.2.4 Language**

On-site personnel and the Contractor's Point of Contact (POC) for GSA need to be proficient in English, and must be able to read, write, speak, and understand English.

#### **C.1.2.5 Employee Suitability**

**[[[Note to Spec Writer: Include any local/building/tenant requirements that could be more stringent or different]]]**

The GSAR 552.237-71 Qualifications of Employees (1989) clause shall be followed at all times during the performance of this Contract.

- a. All Contract employees requiring routine unescorted access to federally controlled facilities or information systems, or both, for more than six months (Regular Employees) shall be required to undergo a suitability determination before a personal identification verification (PIV) card is issued. After the request for suitability determination is sent to the determining authority, requested personnel may not enter the facility for work associated with the contract. They may enter to attend training or indoctrination activities only. After their initial favorable suitability determination is received, Contractor personnel may enter for work and shall comply with normal facility access control procedures, including recording presence, temporary badging, and escorted entry, as applicable. When a favorable final suitability determination is received and PIV card issued, entry will be allowed by presenting the PIV card.
- b. Failure of a Regular Employee to receive a favorable suitability determination shall be cause for removal of the employee from the work site and from other work in connection with the Contract.
- c. Contract employees working less than six months (Temporary Employees) shall, at the Government's option, be required to undergo a lesser form of suitability determination. Prior to the time that an identification card is issued, if at all, such Temporary Employees shall be

- required to comply with normal facility access control procedures, including recording presence, temporary badge, and escorted entry, as applicable.
- d. The Government, at its sole discretion, may grant temporary suitability determinations to Regular or Temporary Employees. However, the granting of a temporary suitability determination to any such employee shall not be considered as assurance that a favorable suitability determination shall follow.
  - e. The CO or designee shall provide the Contractor with the required clearance procedures for obtaining necessary clearances. The Contractor shall comply with these clearance procedures.
  - f. The Contractor shall be responsible for planning and scheduling its work in such a manner as to account for facility access issues. Difficulties encountered by the Contractor in gaining access to facilities by its employees and subcontractors shall not be an excuse for any lack of Contractor performance under the Contract.
  - g. The contracting officer or a designated representative may require the Contractor to remove any employee(s) from GSA controlled buildings or other real property should it be determined that the individual(s) is either unsuitable for security reasons or otherwise unfit to work on GSA controlled property.
  - h. The Contractor shall fill out and cause all of its employees performing work on the contract work to fill out, for submission to the Government, such forms as may be necessary for security or other reasons. Upon request of the Contracting Officer, the Contractor and its employees shall be fingerprinted.
  - i. Each employee of the Contractor shall be a citizen of the United States of America, or an alien who has been lawfully admitted for permanent residence as evidenced by Alien Registration Receipt Card Form I-151, or, who presents other evidence from the Immigration and Naturalization Service that employment will not affect his immigration status.

#### **C.1.2.6 Employee Technical Qualifications**

Employees or subcontractors performing Contract work involving the operation, maintenance or repair, inspection, or testing of any piece of equipment or system or any custodial or related services shall be trained and possess the knowledge, experience and skills pertinent to the equipment or system as demonstrated by a current training certificate from an equipment manufacturer or a certificate by an organization acceptable to the CO. Contractor personnel shall have NCMMS skills sufficient for "Use of NCMMS" as described in this subsection. All personnel or sub-contractor personnel shall possess all certifications and licenses required by Federal, state and local jurisdictions and National Fire Protection Association (NFPA) 72, National Fire Alarm Code, section 10.5, for equipment that they shall be operating, maintaining, repairing, inspecting or testing. At a minimum, a person in each trade (e.g., electric, HVAC, plumbing) shall be a licensed journeyman grade in the local municipality in which they are working. All personnel under the team leader or sub-contractor personnel shall have the experience and skill set knowledge as described in the Service Contract Act (SCA) Directory of Occupations, Fifth Edition or later. For example, HVAC mechanics need to be as proficient as dictated by the 23410 and 23411 series and general maintenance mechanic shall be as proficient as dictated by the 23370 series.

### **C.1.2.7 Certifications**

Copies of all certifications for Contractor employees shall be kept on-site and provided to the Government upon request. The Contractor shall provide to the CO or their designee documentation of the certificates of training, licenses, and permits for all new employees not later than seven business days prior to that person beginning work under the terms of this Contract. The Contractor shall ensure that all certificates of training, licenses, permits, and bonds are current and valid and are loaded in NCMMS.

#### **C.1.2.7.1 Qualifications of Fire Alarm System Technicians**

- a. Technicians performing contract work involving the inspection, testing, and preventive maintenance or repair of fire alarm systems shall be certified by the National Institute for Certification in Engineering Technologies (NICET) and possess at least a NICET Level 2 (Associate Engineering Technician) in Fire Protection Engineering Technology, Fire Alarm Systems. The Contractor shall submit to the CO or designee the NICET level certification number and expiration date for each field technician and inspector responsible for performing fire alarm system preventive maintenance and repair services required under the terms of this Contract.
- b. Technicians modifying the programming software of the fire alarm system shall also be factory trained and certified by the system manufacturer for the specific type and brand of fire alarm system being serviced. The Contractor shall submit to the CO or designee the factory trained certification number and expiration date for each specific manufacturer's equipment for each technician responsible for performing programming of the fire alarm system.

#### **C.1.2.7.2 Qualifications of Water-Based Fire Suppression System Technicians**

Technicians performing contract work involving the inspection, testing, and preventive maintenance or repair of water-based fire suppression systems shall be certified by the National Institute for Certification in Engineering Technologies (NICET) and possess at least a NICET Level 2 (Associate Engineering Technician) in Fire Protection Engineering Technology, Inspection, and Testing of Water-Based Systems. The Contractor shall submit to the CO or designee the NICET level certification number and expiration date for each field technician and inspector responsible for performing water-based fire suppression system PM and repair services required under the terms of this Contract.

#### **C.1.2.7.3 Qualifications of Technicians**

**[Dry Chemical Extinguishing System], [Wet Chemical Extinguishing System]; [Clean Agent Fire Extinguishing System]; [Halogenated Extinguishing System]; [Carbon Dioxide Extinguishing System]; [Ventilation System Fire Extinguishing System]; [Smoke Control]; [Fire Damper]; [Smoke Damper]; [Combination Fire/Smoke Damper]; [Fire-rated Door Assemblies]; [Smoke Door Assemblies]; [Portable Fire Extinguisher]; [Emergency and Standby Power]; [Emergency Lighting Equipment]; [Exit Signage]**

Technicians shall be trained and possess a current training certificate for inspecting, testing, and maintaining these components from an equipment manufacturer or a certificate by an organization acceptable to the CO. The Contractor shall submit to the CO or designee the certification document and expiration date, issued by the equipment manufacture or organization confirming the technician has been trained, for each field technician and inspector responsible for performing

the inspection, testing, and maintenance of such systems/equipment under the terms of this Contract.

#### **C.1.2.7.4 Qualifications for Electrical Technician**

Technicians performing Sub-Contract work involving inspections, testing, and maintenance for the electrical switchgear shall meet the qualifications by the American National Standards Institute/International Electrical Testing Association ETT-2015, Standard for Certification of Electrical Testing Technicians or qualifications by the National Institute for Certification in Engineering Technologies (NICET) and hold at least a Level 3 certification. The Contractor shall provide documentation to the CO or designee on qualifications identified in this standard. Certification can be obtained through; the ANSI/NETA Certification program or Electrical Testing Technician Certification Institute. Guidance can be found at the web site in document titled "Web Links" at: [Operations and Maintenance Specification](#)

Alternate certifications presenting evidence of equal or greater skills and qualification may be substituted; however, the burden to evidence the quality of such certification falls fully upon the vendor.

#### **C.1.2.8 Employee Training**

The Contractor shall submit a training program to ensure employees working in a Federal building have the experience, knowledge, skills and abilities to perform the work required by this Contract. The Contractor shall document training and provide documentation to the CO or designee.

##### **C.1.2.8.1 Asbestos Awareness Training**

**[[[Note to Spec Writer: Include for buildings that contain asbestos or where it has been presumed. If no asbestos could possibly be found in your facility, add 'No buildings on this Contract contain asbestos']]]**

The Contractor shall ensure that all employees, including replacement workers, receive asbestos training and refresher training in accordance with 40 C.F.R part 763 and 29 C.F.R. part 1910. The Contractor shall follow all instructions for each asbestos class job as outlined in 29 C.F.R. part 1910. The training shall be conducted, at no additional expense to the Government, within 60 calendar days of Contract start date. The Contractor shall submit written certification to the CO or designee within five business days of the completion of training.

##### **C.1.2.8.2 Re-Tuning Training**

The Contractor shall ensure that all Mechanical Engineers, Mechanical Supervisors, Operating Engineers, HVAC Mechanics, and Control Technician employees, including replacement workers, receive Building Re-Tuning Training, (guidance can be found at the web site in document titled "Web Links" at: [Operations and Maintenance Specification](#) a five (5) to six (6) hour online course) and refresher training every two years. The training shall be conducted, at no additional expense to the Government, within 60 calendar days of the Contract start date. The Contractor shall submit written certification to the CO or designee within five (5) business days of the completion of training for each employee identified above.

#### **C.1.2.8.3 Education Requirements and Certifications**

**[[[Note to Spec Writer: For Union workers request Journeymen certifications.]]]**

All HVAC personnel designated to operate, maintain, or repair, or any combination of HVAC equipment or systems shall possess one or more of the following certifications:

- a. North American Technician Excellence (NATE) HVAC Service Technician Certification
- b. HVAC Excellence Professional Level Certification
- c. UA Star HVAC Mastery Certification

All HVAC personnel designated, to operate, maintain, and or repair, or any combination of HVAC equipment or systems shall maintain a minimum of 16 hours of continuing education per year from either NATE, HVAC Excellence, or UA Star recognized provider program.

The Contractor shall submit written certification annually to the CO or designee.

#### **C.1.2.8.4 NCMMS Training**

Contractor shall ensure that all staff using NCMMS complete Government provided new user training at a minimum. New user basic training curriculum, which takes approximately 6 hours, covers the following at a minimum:

- Basic Navigation
- Work Order Tracking
- Asset Management
- Preventive Maintenance
- Reports

Contractor shall identify and designate staff responsible for performing specific administrative tasks within NCMMS. In addition to NCMMS New User Training, designated staff shall complete NCMMS Contract Administration Training for Contractors which takes approximately 3 hours and covers the following at a minimum:

- Account Management
- People Records
- Labor Records
- Location Records
- Preventive Maintenance Work Orders
- Conduct Quality Control Inspections
- Generate Monthly Progress Reports
- Hazards and Precautions Management

Training will be provided **Choose One:** In-person by Regional NCMMS support staff. via webinar by National NCMMS staff. **or** Online on demand training. Contractor shall work with COR to schedule and facilitate training during the start-up phase of the contract. Contractor shall request new user training for replacement staff from COR. Training shall be completed at no additional cost to the Government. Contractor may request a waiver for staff that have previously completed

NCMMS training and can demonstrate knowledge and proficiency using the system. Contractor shall identify all previously trained staff, and provide supporting documentation and records to the COR for waiver consideration. The Contractor shall submit written certification to the CO or designee within five (5) business days of completing training.

#### **C.1.2.8.5 Lead Awareness Training**

**[[[Note to Spec Writer: Include for buildings that contain lead or where it has been presumed. If no lead could possibly be found in your facility, add ‘No buildings on this contract contain lead’].]]]**

The Contractor shall ensure that all employees, including replacement workers, receive lead awareness training and refresher training in accordance with 29 CFR 1910.1025(l) (1) (i). The training shall be conducted, at no additional expense to the Government, within 60 calendar days of Contract start date. The Contractor shall submit written certification to the CO or designee within five (5) business days of the completion of training.

#### **C.1.2.9 Appearance**

Contractor personnel shall present a neat appearance and be easily recognized. This shall be accomplished by wearing uniforms bearing the name of the company and employee name. Uniforms shall be regularly laundered, consistent among personnel classifications, and maintained presentable to tenant personnel during all working hours.

#### **C.1.2.10 Standards of Conduct**

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking disciplinary action with respect to its employees, as necessary. The Contractor is responsible for ensuring that its employees do not disturb papers on desks, open desk drawers or cabinets, or use Government telephones, except as authorized. Each employee must adhere to standards of behavior that reflect favorably on his or her employer and the Federal Government. Smoking is only allowed in designated areas on the property and no smoking is allowed within the Facility.

#### **C.1.2.11 Recording Presence**

**[[[Note to Spec. Writer: If there is another sign in procedure delete this and add in.]]]**

Each Contract employee shall sign in when arriving and departing the facility daily and follow card access requirements as directed by the CO or designee. The Contractor shall accumulate GSA Form 139 (Record of Time of Arrival and Departure from Building) or other designated form for use in recording presence each calendar week, and certify in writing on each form that the information shown is true and correct within \_\_\_\_ **[[[Insert timeframe]]]** business days of the end of the work week. The Contractor shall provide copies of these records to the CO or designee upon request.

#### **C.1.2.12 Personal Identity Verification Requirements**

Contractor employees that require access to GSA-controlled facilities or information systems to perform Contract requirements shall comply with GSA personal identity verification requirements, guidance can be found at the web site in document titled “Web Links” at: [Operations and](#)

[Maintenance Specification](#). The Contractor shall insert this clause in all subcontracts when the subcontractor is required to have access to a GSA-controlled facility or access to a GSA-controlled information system.

#### **C.1.2.13 Credentials and Identification**

Contractor personnel with credentials shall be required to comply with all access security screening procedures applicable to Government or other personnel possessing similar credentials, or as determined by the building practices as defined by the Facility Security Committee. All Contractor personnel possessing credentials (PIV or otherwise) shall visibly display their credentials at all times while in the building(s) where work is being performed.

The Contractor shall be responsible for ensuring that all identification credentials are returned to the CO or designee whenever it's employees leave the Contract (*i.e.*, when the Contract has been completed, employees leave the company, employees are dismissed or terminated or the Government determines that the employee is to be removed from the contract). The Contractor shall notify the CO or designee whenever employee badges are lost.

The Contractor shall be responsible for paying the Government for replacement credentials at the current cost per badge.

#### **C.1.2.14 Escorting**

**[[[Note to Spec Writer: Review security clearance policy for specific building escorting and modify as appropriate.]]]**

Temporary contract employees who do not have favorable preliminary or final suitability determinations and need to work in non-public federally-controlled space must be escorted. In those cases, the Contractor shall comply with the security clearance procedures for Escort Only Contractors. All uncleared contract employees shall be escorted in non-public space by a Government employee or another responsible cleared contract employee who is approved by the CO or designee. Other Government agencies shall have specific agency security requirements for their own space that shall only allow escort by Government employees or those designated by their agency. Government employees or approved cleared contract employees who provide escorts for uncleared contract employees shall always be within eyesight of the uncleared contract employees. The Contract Government escort shall watch uncleared employees and remain with uncleared contract employees for the entire time they are in non-public federally controlled space. Any security violation of escort requirements by a cleared and approved contract employee shall result in the immediate removal from the Contract of all contract employees involved, *i.e.*, escorts and uncleared escorted contract employees. Also, violations of escort requirements by subcontract employees in accordance with security requirements shall be grounds for loss of facility access for those individuals or grounds for termination of Contract, or both.

#### **C.1.3 Quality Control Program**

A Quality Control Program (QCP) shall be developed and implemented by the Contractor. The Contractor's QCP shall ensure Contract compliance, and act to ensure that potential problems

with building services, equipment and systems are identified, documented, and resolved prior to failure. The Contractor shall create and implement data collection and analysis plans to continually monitor and improve efficiency in operations, resource consumption, environmental impact and tenant satisfaction. In the event the Government Quality Assurance Program identifies deficiencies the Contractor shall implement progressively responsive quality control measures commensurate with the severity of the Government's deficiencies. Deficiencies identified by the QCP or QASP shall be recorded in the NCMMS as described in the ADVANCED GSA Process Flows Procedures Manual.

**[[[Note to Spec Writer: This subsection shall be coordinated with the proposal submission requirements. Note that the Quality Control Plan must be submitted as part of the technical proposal for review prior to award and shall be clearly identified in the evaluation factors.]]]**

#### **C.1.3.1 Quality Control Plan**

The "Quality Control Plan" (QC plan) is the Contractor's complete written system for identifying and correcting deficiencies and monitoring and improving efficiencies to continually improve the quality of services provided. Preparation of the QC plan is the responsibility of the Contractor and is due with the Contractor's proposal.

**[[[Note to Spec Writer: Annual resubmission of the QCP may be required as regions deem needed. If desired, include the annual requirement in this following paragraph.]]]**

The QC plan, revisions or updates shall be submitted for approval by the CO or designee. A review of the QC Plan can be initiated by direction of the CO or designee.

#### **C.1.3.2 Quality Control Plan Contents**

The QC plan shall detail the Contractor's methods, frequencies, documentation, and remedies for ensuring that all aspects of contract work performed is of the highest quality. It shall describe procedures for correcting problems, data gathering, improving efficiencies, and addressing quality assurance findings by the Government. The Contractor shall further customize the QC plan to meet facility specific conditions. The QC plan shall describe the Contractor's overall approach, methods, roles and responsibilities relating to Quality Control of all areas of contract work including service calls, preventive maintenance/inspection schedules, and operating data collection and analysis. The revised QC plan is to be submitted for review and approval to the CO or designee within 30 calendar days of Contract start date.

**[[[Note to Spec Writer: Include if any of the locations covered by this solicitation have an active ESPC or UESC: The QC Plan must address how the contractor plans to monitor operations to ensure compliance with parameters set forth by the ESPC/UESC to ensure the government is realizing established energy savings and the equipment/systems are performing as designed.]]]**

##### **C.1.3.2.1 Inspection and Data Collection Program**

**[[[Note to Spec Writer: Recommend to submit the Quality Control Plan as a stand-alone attachment not subject to the page restrictions of the Technical Proposal.]]]**

The Contractor shall develop an inspection and data collection and analysis programs that ensure a safe, secure and efficient level of operation of all equipment and services required in this PWS. The inspection program shall specify the areas to be inspected on a scheduled or unscheduled basis, how frequently inspections shall be accomplished, and the title of the

individual(s) (third party or corporate) who shall perform the inspections. The inspection program shall provide for a written record of inspections and results. The inspection program plan shall be planned, scheduled, tracked, and reported via the NCMMS.

#### **C.1.3.2.2 Methods**

The Contractor shall identify its methods for identifying and preventing deficiencies in the quality of service performed before the level of performance becomes unacceptable.

#### **C.1.3.3.1 Data Collection and Analysis Program**

The Contractor shall collect and analyze any and all operational data including, BAS, NCMMS, Utility bills, installed meters, infrared scans, vibration analysis, and meteorological data to implement or recommend any operational changes to increase the buildings operational efficiency, reduce resource use, lower environmental impact, reduce costs and improve tenant satisfaction. The Contractor will verify expected results and report expected vs. actual results at least annually.

#### **C.1.3.3.2 Methods**

The contractor shall use NCMMS to the maximum extent possible to create and store analytic data. Physical meters used for analysis shall be asset based in NCMMS with meter readings recorded in NCMMS.

Partnering Meeting / Quality Control Meeting: While the Government does not seek to be prescriptive, it is noted that live, interactive meetings, including updates, reports and trend analysis on the varying contract programs areas have been shown to hold significant value in meeting the Government's desired performance levels in this area. Additionally, the use of electronic media and mobile platforms (such as google docs, Meeting Space and teleconferencing) function well with GSA's mobile workforce.

The written minutes of these meetings will be prepared by the Contractor and delivered to the CO or their designee no later than 3 business days after the meeting(s.)

### **C.1.4 Quality Assurance**

GSA's role in quality assurance is to ensure that the Contractor is achieving the quality levels established in the operation and maintenance services contract and focuses on the Contractors' QC plan. GSA periodically validates the execution of the Contractor's QCP by reviewing such areas as the Contractor's inspection forms, service request logs, tenant reports, tenant satisfaction surveys, the NCMMS surveys, and the timeliness of corrective actions.

As part of the Government's quality assurance program, the Government may:

- a. Review and, if warranted, reject any reports or other submittals required from the Contractor.
- b. Review performance and service records, including monthly progress reports, BAS data, NCMMS data, and any computerized or hard copy records maintained by the Contractor documenting performance under this Contract, and require correction of any unsatisfactory conditions noted.
- c. Determine the adequacy of the Contractor's QCP and documentation and the overall

- success of this program. The Government shall order improvements, if it determines the program is insufficient or ineffective.
- d. Obtain tenant satisfaction and NCMMS survey information and require improvements in service on the basis of such information to the extent such results correlate with deficiencies in Contract requirements.
  - e. Conduct physical inspections of facility equipment and systems, including programs and files maintained on computers in Contractor onsite offices and work areas, and require correction of deficiencies noted.
  - f. Perform inspections with Government personnel or independent third party inspectors.
  - g. **[[[ESPC/ UESC Bldgs add this para]]]**: Review Contractor procedures for compliance to ESPC/ UESC requirements for operation, maintenance and repair.

#### **C.1.4.1 Contracting Officer's Representative (COR)**

Contracting Officer's Representatives (COR) shall be appointed to monitor Contractor performance, and they have the right to inspect and accept or reject defective services. The COR has the authority to recommend deductions based on findings in the Quality Assurance Report. The name and telephone number of each COR under the Contract shall be furnished to the Contractor in writing by the CO.

#### **C.1.4.2 Government Monitoring**

**[[[Note to Spec Writer: It is permissible to delete last sentence and add frequency.]]]**

The Government shall inspect the Contractor's performance using a quality assurance program (QASP) through random inspections, scheduled inspections, or any other method of inspection by the COR or designee that the Government determines reflects the actual performance of this Contract. Contractor performance shall be evaluated on the basis of the performance success or deficiencies, success or failure in meeting contract requirements, and the Contractor's record of correcting deficiencies when noted. While corrective actions shall be noted, a record of significant performance deficiencies shall lead to a performance evaluation that is less than satisfactory even if the Contractor takes corrective action. The Contractor shall meet with the CO or designee and other Government representatives, at the discretion of the CO or designee, to review Contract performance.

#### **C.1.4.3 Performance Evaluations**

**[[[Note to Spec Writer: Remove if AbilityOne is the Contractor.]]]**

Contractor performance shall be evaluated on the basis of the performance success or deficiencies, success or failure in meeting contract requirements, and the Contractor's record of correcting deficiencies when noted. A mutual good faith effort shall be made by all parties to resolve all issues. GSA uses the Contractor Performance Assessment Reporting System (CPARS) to evaluate the Contractor's performance. Evaluations are generally conducted annually on or about the anniversary date of the Contract and also at the end of the Contract period, but may be conducted more frequently if CO or designee determines it is needed.

### **C.1.5 Physical Security**

The Contractor shall be responsible for safeguarding all Government property provided for Contractor use in accordance with the Government Property (GP) clause, Federal Acquisition Regulation (FAR) 52.245-1. Any loss of integrity in the lock and keying system shall be immediately reported to the COR.

#### **C.1.5.1 Key Control**

The Contractor shall follow the building's key control program; refer to Policy 5900.1ADM, Physical Access Control Systems in U.S. General Services Administration Controlled Space. Keys issued to the Contractor or the Contractor's personnel or subcontractors shall be signed for and not transferred to other personnel unless recorded in the key control log. All new locks shall be incorporated into existing grand master key system. The Contractor shall develop procedures covering key control that shall be included in the QC plan. Providing keys for tenants is reimbursable. The Contractor shall be financially liable and shall furnish locksmith services and key blanks for installation and removal of lock-sets and tumblers, and costs associated with re-keying due to the loss of a master key by Contractor or subcontractor. The Contractor shall also be financially responsible for duplication of keys, replacement of locksets, opening doors in the event of lost keys by employees or subcontractors, and replacement of keys and lock-sets, due to keys not being recovered from terminated employees or subcontractors.

#### **C.1.5.2 Lock Combinations**

**[[[Note to Spec Writer: This subsection is optional depending on local requirements.]]]**

The Contractor shall establish and implement methods of ensuring all lock combinations are not revealed to unauthorized persons. These procedures shall be included in the Contractor's QC plan.

### **C.1.6 Safeguarding Sensitive Data and Information Technology Resources**

#### **C.1.6.1 General**

The Contractor is responsible to safeguard sensitive Government data, personal information and the integrity of Government information technology resources. This subsection applies to all users of sensitive data and information technology (IT) resources, including awardees, Contractors, sub-contractors, lessors, suppliers and manufacturers. Contractor personnel requiring access to GSA's Network shall comply with all Federal Information Technology regulations regarding Trusted Internet Connection (TIC) in conjunction with Public Buildings Service (PBS) and GSA Chief Information Officer (CIO) IT policies, *i.e.*, all PBS IT systems needing network connectivity shall reside on the GSA network. The following GSA policies shall be followed:

- a. CIO P 2100.1K, GSA Information Technology (IT) Security Policy
- b. CIO P 2100.2B, GSA Wireless Local Area Network (LAN) Security
- c. CIO 2100.3C, Mandatory Information Technology (IT) Security Training Requirement for agency and Contractor Employees with Significant Security Responsibilities
- d. CIO 2104.1A, GSA Information Technology IT General Rules of Behavior
- e. CIO 2105.1 C, GSA Section 508: Managing Electronic and Information Technology

- for Individuals with Disabilities
- f. CIO 2106.2, GSA Social Media Policy
  - g. CIO 2107.1, Implementation of the Online Resource Reservation Software
  - h. CIO 2160.4A, Provisioning of Information Technology (IT) Devices
  - i. CIO 2162.2, Digital Signatures
  - j. CIO P 2165.2, GSA Telecommunications Policy
  - k. CIO P 2180.1, GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
  - l. CIO 2182.2, Mandatory Use of Personal Identity Verification (PIV) Credentials
  - m. CIO P 1878.2A, Conducting Privacy Impact Assessments (PIAs) in GSA
  - n. HCO 9297.1., GSA Data Release Policy
  - o. ADM P 9732.1 D, Suitability and Personnel Security. The Contractor and subcontractors must insert the substance of this order in all subcontracts.

These policies can be found at the web site in document titled "Web Links" at: [Operations and Maintenance Specification](#)

### **C.1.6.2 Safeguarding and Dissemination of Controlled Unclassified Information**

#### **C.1.6.2.1 General**

This subsection applies to all recipients of Controlled Unclassified Information (CUI), including offerors, bidders, awardees, contractors, subcontractors, lessors, suppliers and manufacturers. Dissemination of sensitive but unclassified paper and electronic building information shall be made on a need to know basis in accordance with GSA Order PBS P 3490.2, a copy of which shall be made available upon request.

#### **C.1.6.2.2 Marking CUI**

Contractor-generated documents that contain building information shall be reviewed by the CO/COR to identify any CUI content, before the original or any copies are disseminated to any other parties. If CUI content is identified the CO or designee shall direct the Contractor, as specified elsewhere in this Contract, to imprint or affix CUI document markings to the original documents and all copies, before any dissemination.

#### **C.1.6.2.3 Authorized Recipients**

Building information designated CUI shall be protected and controlled by strictly limiting access to those individuals having a legitimate business need to know such information. Those with a need to know shall include Federal, state and local Government entities, and non-Government entities engaged in the conduct of business on behalf of or with GSA. Non-Government entities shall include architects, engineers, consultants, contractors, subcontractors, suppliers, utilities, and others submitting an offer or bid to GSA, or performing work under a GSA contract or subcontract. Recipient Contractors shall be registered as "active" in the System for Award Management (SAM) database at the web site titled "Web Links" at: [Operations and Maintenance Specification](#). If a subcontractor is not registered in the SAM and has a need to possess CUI building information, the subcontractor shall provide to the Contractor its DUNS number or its tax ID number, a copy of its business license and a valid state driver's license with photograph or

other valid IDs with photograph. The Contractor shall keep this information related to the subcontractor for the duration of the Contract and subcontract.

All GSA personnel and Contractors shall be provided CUI building information when needed for the performance of official Federal, state, and local Government functions, such as for code compliance reviews and for the issuance of building permits. Public safety entities such as fire and utility departments shall require access to CUI building information on a need to know basis. This clause shall not prevent or encumber the dissemination of CUI building information to public safety entities.

#### **C.1.6.2.4 Dissemination of CUI Building Information**

##### **C.1.6.2.4.1 By Electronic Transmission**

Electronic transmission of CUI information outside of the GSA network shall use session encryption (or alternatively, file encryption). Encryption shall be via an approved NIST algorithm with a valid certification, such as Advanced Encryption Standard (AES) or Triple Data Encryption Standard (3DES), in accordance with Federal Information Processing Standards Publication (FIPS PUB) 140-2, Security Requirements for Cryptographic Modules per GSA policy.

##### **C.1.6.2.4.2 By Non-electronic Form or on Portable Electronic Data Storage Devices**

Portable electronic data storage devices include, CDs, DVD, and USB drives. Non-electronic forms of CUI building information include, among other formats, paper documents.

##### **C.1.6.2.4.2.1 By Mail**

Contractors shall use only methods of shipping that provide services for monitoring receipt such as track and confirm, proof of delivery, signature confirmation, or return receipt.

##### **C.1.6.2.4.2.2 In Person**

Contractors shall provide CUI building information only to authorized recipients with a need to know such information.

#### **C.1.6.2.5 Record Keeping**

Contractor shall maintain a list of all entities to which CUI is disseminated. This list shall include at a minimum: (1) the name of the state, Federal, or local Government entity, utility, or firm to which CUI has been disseminated; (2) the name of the individual at the entity or firm who is responsible for protecting the CUI building information, with access strictly controlled and limited to those individuals having a legitimate business need to know such information; (3) contact information for the named individual; and (4) a description of the CUI building information provided. Once "as built" drawings are submitted, the Contractor shall collect all lists maintained in accordance with this clause, including those maintained by any subcontractors and suppliers, and submit them to the CO. For Federal buildings, final payment shall be withheld until the lists are received.

#### **C.1.6.2.6 Safeguarding CUI Documents**

CUI building information (both electronic and paper formats) shall be protected. GSA Contractors and subcontractors shall not take CUI building information outside of GSA or their own facilities or network, except as necessary for the performance of that contract. Access to the information shall be limited to those with a legitimate business need to know.

#### **C.1.6.2.7 Destroying CUI Building Information**

When no longer needed, CUI building information shall be destroyed so that marked information is rendered unreadable and incapable of being restored, in accordance with guidelines provided for media sanitization within GSA CIO 2103.1 Controlled Unclassified Information (CUI) Policy and Appendix A of NIST Special Publication 800-88, Guidelines for Media Sanitization. Alternatively, CUI building information may be returned to the CO.

#### **C.1.6.2.8 Notice of Disposal**

The Contractor shall notify the CO that all CUI building information has been returned or destroyed by the Contractor and its subcontractors or suppliers with the exception of the Contractor's record copy. This notice shall be submitted to the CO at the completion of the Contract to receive final payment. The Contractor may return the CUI documents to the CO rather than destroying them.

#### **C.1.6.2.9 Incidents**

All improper disclosures of CUI building information must be reported immediately to the CO. If the Contract provides for progress payments, the CO shall withhold approval of progress payments until the Contractor provides a corrective action plan explaining how the Contractor shall prevent future improper disclosures of CUI building information. Progress payments shall also be withheld for failure to comply with any provision in this clause until the Contractor provides a corrective action plan explaining how the Contractor shall rectify any noncompliance and comply with the clause in the future.

#### **C.1.6.2.10 Subcontracts**

The Contractor and subcontractors shall insert the substance of these subsections 1.6.2, Safeguarding and Dissemination of Controlled Unclassified Information Building Information through 1.6.2.9, Incidents, in all subcontracts.

### **C.1.7 Hours of Operation**

#### **C.1.7.1 Normal Working Hours**

The Contractor shall maintain the following customer-service hours, which are referred to in this Contract as Normal Working Hours:

**[[[Note to Spec Writer: Specify the business days and hours the operation shall be open to serve customers. When specific requirements or limitations exist, they shall be documented here.]]]**

#### **C.1.7.2 Core Coverage Hours**

The Contractor shall maintain a staff presence during the core coverage hours. [[[Spec. writer specify hours before and after, recommend core coverage hours is one hour prior to and one hour after normal working hours.]]] The Contractor shall ensure employees maintain communications access with the CO or designee to allow contact by the Government at all times during core coverage hours and to communicate effectively with CORs/Facility Managers and Facility Manager Supervisors.

#### **C.1.7.3 Recognized Holidays**

Federal holidays for the purpose of this Contract are New Year's Day, Martin Luther King, JR. Day, Presidents' Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veterans Day, Thanksgiving Day, and Christmas Day. When Federal holidays fall on weekends, a weekday is typically designated as the holiday. Holidays that fall on Saturday are observed on the previous Friday and holidays that fall on a Sunday are observed on the following Monday.

Unanticipated holidays declared by the President will count as Federal holidays. As long as the Contractor pays its employees as if it were an anticipated Federal holiday, the Contractor will be paid for the unanticipated holiday as if it were a normal Federal holiday.

[[[Note to Spec Writer: Specify any additional recognized holidays as appropriate to reflect the local situation for this PWS.]]]

#### **C.1.7.4 Extended Operating Hours**

[[[Note to Spec Writer: Regions shall delete this paragraph provision if not applicable to their facility and mark as "Reserved."]]]

The following areas of the building regularly operate during hours outside of Normal Working Hours; supporting equipment shall be operated and maintained by the Contractor so as to support these extended operating hours.

[[[List the areas and hours of operation and O&M personnel.]]]

Areas of the building with extended operating hours may change during the performance period of the Contract. The Contractor shall be notified by the CO in writing by modification of the Contract of these changes as soon as possible.

#### **C.1.7.5 Building Access**

The Contractor expects that tenants of the building will provide reasonable access to their space to allow the Contractor to carry out the task of providing those building services that are contracted for by GSA in this document. If the tenant does not provide reasonable and timely access to their space, the Contractor shall immediately notify the CO or designee. The Contractor is not authorized to negotiate or accept any changes, requested by the tenant, to the services required in this specification.

#### **C.1.8 Conservation of Utilities**

The Contractor shall be proactive in attempts to meet all current and future energy and utility goals of the Government. The Contractor must establish a Performance Plan addressing operational

methodology for tracking, trending and improving facility efficiencies. The Contractor shall ensure, through use of operational logs, preventive maintenance, systems test and balance, and other necessary means, an effective controls sequence of operations best meeting the facility's current and future energy and utility goals. The Contractor must submit the Performance Plan to the CO or designee for approval within 3 monthly report cycles. This Performance Plan shall be part of the Energy and Water Efficiency Monthly Report. Continually and systematically performing these activities forms the backbone of a robust O&M contract and shall be a primary factor for assessing the performance of the Contractor.

## **C.1.9 Use of NCMMS**

### **C.1.9.1 General**

The Contractor shall be responsible for completing all CMMS actions in accordance with the National CMMS Policy Desk Guide (April 30, 2019 or newer version) which can be found at the website in a document titled "Web Links" at: Operations and Maintenance Specifications.

GSA will provide contractor access to the National Computerized Maintenance Management System (NCMMS) web based enterprise platform. The NCMMS houses equipment inventory, preventive maintenance plans, preventive maintenance schedules, and equipment maintenance history.

Contractor shall use the NCMMS for the capture of all work performed at all facilities covered by this contract including but not limited to: sub-contract work, records documentation, equipment maintenance, locations and inventories, warranty information, job plans, preventive maintenance plans and tracking, O&M manuals, reports, systems inspection, tour sheets, operating logs, safety plans, quality control inspections, Work Orders, miscellaneous hours information, Overtime Utilities information, all tests, equipment photos, certifications, meter readings, permits, existing deficiency reports, initial deficiency reports, GSA small projects that are above scope, and other records related to the work order. The Contractor shall use the NCMMS to validate and update, on a continuous basis, the equipment inventory and all locations where contractor work occurs. Contractor shall provide an annual certification that the equipment inventory and location data in the NCMMS are up to date and complete.

The Contractor must provide all computer hardware including the necessary computer auxiliary equipment, consumables, and services required to reliably access the internet and sign in to the NCMMS platform. The contractor is responsible for internet connectivity. The Contractor shall provide all technicians mobile devices (smart phones, or tablets) for access to additional NCMMS mobile features and functionality. Mobile telephone devices shall conform and comply with GSA IT Bring Your Own Device policy, requirements, and must be listed in GSA list of approved devices.

The Government will provide access to the NCMMS website upon completion of required training.

NCMMS tasks include but are not limited to the following: identify, track, and schedule preventive maintenance work, service requests, and equipment inventory, confined space inventory, initial deficiency list, close out inspection, equipment hazards and precautions. The Contractor shall track historical maintenance and repair activities, and provide minimally required data including but not limited to: work order log entries, failure codes, tasks, labor (man-hours), and other costs associated with work completion for each work order received during the performance of the contract.

Contractor shall demonstrate the required NCMMS skills and familiarity within the first 30 days of the contract start date, as measured by timely, accurate data entry in NCMMS, as defined elsewhere in this scope.

The contractor may utilize GSA-provided training, at no additional cost to the government, and help documents as part of their strategy to meet the NCMMS skills requirement.

### C.1.9.2 Operations

Contractor shall initiate NCMMS start-up activities upon notification by GSA that the NCMMS is available for use. Contractor will have 30 days following the Government furnished training to complete the startup activities listed below. Following the 30 day period the contractor shall exclusively use the Government furnished NCMMS. The Government may perform periodic audits of the NCMMS and data at its discretion.

Start Up Activities: (post transition phase):

Work with CO or designee to obtain ENT credentials needed to access NCMMS.

Work with CO or designee to obtain NCMMS accounts.

Complete Government provided new user basic and administrative training no later than **[[[Suggested 30 days; region may adjust]]]** after contract start.

Review/validate equipment inventory within NCMMS per section C.5.3.2 of this specification.

Review/update preventive maintenance schedules within NCMMS as outlined in section C.6

Manage and track new and existing GSA initiated work orders within NCMMS.

Contractor shall complete an initial review and verification of preventive maintenance plan/schedule no later than 60 days after award or start as outlined in section C.6 of this specification.

Contractor shall document and submit Initial Deficiency List and submit to CO or Designee for approval. **See section C.7 for additional instruction on IDL's.**

NCMMS Basic Requirements

Upon satisfactory completion of NCMMS start up activities contractor shall use NCMMS in accordance with provided basic user training, standard operating procedures, NCMMS Policy Desk Guide, and process workflows provided by the Government. At a minimum, contractor shall perform the following within NCMMS:

- a. Proactively manage user accounts and profiles, On/off board users in a timely manner.
- b. Proactively manage asset inventory data.
- c. Proactively manage preventive maintenance plans and schedules.
- d. Process all planned and unplanned work orders providing minimally required data/information within three business days of work order completion or receipt of a service request, whichever comes first:
- e. Process above standard work.
- f. **[[[Note to spec writers... include, unless you have this service desk requirement covered in another contract or contracts. ... Process additional services work including, inputting work orders for non O&M work as part of a service desk function; otherwise...delete]]]**
- g. Process miscellaneous work.
- h. Capture above threshold costs.
- i. Provide contract-required, and adhoc reports to the CO or designee as requested.
- j. Link assets to unplanned and proactive work orders.
- k. Upload and maintain asset documents, including but not limited to, third party inspection certificates, calibration reports, testing reports, warranties, entry permits and other documents as requested by CO or Designee.

- m. Upload and maintain location-based work orders and PM's, including but not limited to, tours logs, operating logs, and other documents as requested by CO or Designee.
- n. Perform quality control inspection/review per guidance in PBS NCMMS Desk Guide, at least 10 percent of completed work orders of non-preventive maintenance type, and record results in NCMMS via NCMMS QC process.
- o. Perform quality control inspection/review per guidance in PBS NCMMS Desk Guide, at least 10 percent of completed work orders of preventive maintenance type work orders, and record results in NCMMS via NCMMS QC process.
- p. Capture meter readings.
- q. The contractor shall create more effective job plans based on **manufacturer's** instructions or combine PMs in NCMMS by creating route plans in an effort to operate more efficiently.

*[[[Note to Spec Writer: This subsection is optional. It requires knowledge of advanced NCMMS practices. Suggested for larger operations, like >1,000,000 sq-ft.]]]*

In addition to the basic requirements listed in C.1.9.2 and in accordance with provided advanced user training, standard operating procedures, and process workflows provided by the Government. The Contractor shall perform the following tasks within NCMMS:

- a. Manage staff scheduling and availability through the use of calendar and shifts.
- b. Generate and assign work electronically using a mobile platform eliminating hard copy printed work orders.

*[[[Note to Spec Writer: asset downtime and asset life cycle items below may be moved to the required subsection just above this section.]]]*

- c. Capture asset downtime data. Generate asset downtime reports and submit to CO or Designee upon request
- d. Collect and monitor asset lifecycle data. Generate asset end of lifecycle/condition report no less than annually.
- e. Manage asset and or location specific hazards (permit required confined space) and precautions.
- f. Create asset specific lock out tag out procedures.
- g. **reserved**
- h. Manage parts inventory.

The Contractor shall use the NCMMS uploader templates to review and bulk update data in the NCMMS. The Contractor shall use the existing inventory and asset location list in the NCMMS. Any bulk data changes or additions shall be submitted to the COR, using the NCMMS generated/approved templates, small additions of up to 50 items will be added locally by the contractor after COR approval.

### C.1.9.3 Reporting

Contractor shall deliver upon request of the CO or designee, reports produced from the NCMMS and use the NCMMS to provide current Contract monthly submittal requirements, such as monthly reporting quality control reports, completion of scheduled Work Orders, and Contract reports of accomplishment of services.

### **C.1.10 Documentation and Records**

All records and files that this Contract requires the Contractor to maintain shall be made readily accessible to Government representatives, including third-party contract inspectors, on request. All records, files, plans, and other Contract-related documents used or generated during the course of the Contract by the Contractor, including all standard operating procedures, preventive maintenance plan schedules and building operating plans, shall become the property of the Government, (excluding, however employee personnel files and company financial information). Files are to be provided in both hard copies and electronic copies. All records are subject to the Freedom of Information Act and Privacy Act and any requests for release of any records shall be handled accordingly.

### **C.1.11 Ordinances, Taxes, Permits, and Licenses**

Without additional expense to the Government, the Contractor shall fully comply with all local, city, state, and Federal laws, regulations, and ordinances. The Contractor shall also be liable for all applicable Federal, state, and local taxes and shall obtain and pay for all permits, fees and licenses governing performance under the Contract.

### **C.1.12 Other Contractors**

The Government shall undertake or award other contracts for additional work, and the Contractor shall fully cooperate with such other contractors or Government employees. The O&M Contractor shall be responsible for entering work related data in the NCMMS performed by other contractors (e.g., elevator services and janitorial). The Contractor shall carefully schedule its own work, in conjunction with the additional work, as shall be directed by the CO or designee. In addition, the Contractor shall not commit or permit any act that shall interfere with the performance of work by another contractor or by Government employees.

### **C.1.13 Government Forms**

The various Government forms mentioned in this PWS, such as recording presence forms, and inspection forms, shall be obtained from the CO or designee.

### **C.1.14 Contractor Maintenance Performance Plans**

This Contract requires in sections 5 and 6 that the Contractor provides specific plans to ensure efficient and effective operation of equipment and systems. Plans that are required by this Contract must be submitted per the specified schedule (see Exhibit 3) and shall be evaluated for completeness. Government approval is required before they are accepted and implemented. The Government reserves the right to require changes to the Contractor performance plans. All plans shall take into consideration the following:

- a. Peak performance - The system as a whole shall be considered when designing a performance plan.
- b. System longevity – Following the performance plan shall enhance the life of the equipment or a system and mitigate events that could shorten the life of the equipment or a system.

- c. Energy Conservation – The performance plan shall support energy efficiency and reduction goals as much as is practical. Also include ongoing Energy Savings Performance Contracts (ESPC) or Utility energy Service Contract (UESC).
- d. Conditioned space – The spaces served by the system shall be considered as to type and purpose in relation to system performance.
- e. Variability - The plan format shall consider the various configurations of the building(s) and their systems and use specific templates for the standard configurations such as systems in small remote locations, high rise structures or campus installations.

## **SECTION 2 DEFINITIONS**

### **C.2.0 General**

This section is a list of definitions to certain terms used in this PWS.

#### **C.2.1 Above-Standard Services**

Above-Standard Services are services such as Overtime Utilities or Agency equipment repair and maintenance not covered in the monthly price of the Contract and is normally funded by the agency requesting such services.

#### **C.2.2 Acceptance**

“Acceptance” means an authorized representative of the Government has inspected and agreed that the work meets all requirements of this Contract, including all documentation requirements.

#### **C.2.3 Additional Services**

“Additional services” are services that the Contractor shall provide at an additional cost to the Government, including all labor, supervision, supplies and materials specifically identified as being outside the provisions of the basic services and pricing. The CO or designee shall issue a separate delivery order before work shall proceed.

#### **C.2.4 Advanced Meters**

Advanced meters are deployed in a building in addition to utility meters to measure and record interval data and communicate the data in a format that can be easily integrated into an advanced metering system.

#### **C.2.5 Advanced Metering Systems**

Advanced metering systems are a system that collects time-differentiated energy usage data from advanced meters via a network system on a request or defined schedule basis. The system is capable of providing usage information on a daily basis and can support desired features and functionality related to energy use management, procurement and operations.

#### **C.2.6 Annual Child Care Facility Survey**

Annual Child Care Facility Survey is an occupant safety inspection performed annually by the GSA Child Care Program Manager and Facility Manager (and sometimes the O&M contractor - that is the Facility Managers decision.)

#### **C.2.7 Architectural and Structural**

“Architectural and structural” systems include all building structure, envelope, building improvements and finishes, and site improvements (e.g., paving, walkways and, asphalt) to the property line.

### **C.2.8 Basic Services**

Basic Services of the Contract consist of the recurring contract requirements for which the Contractor is paid as a base price, *i.e.*, the requirements established by the Contract, this PWS and related general and administrative requirements that do not contain provisions for separate reimbursement. Indefinite Quantity services (Additional Services and Reimbursable Repairs) are requirements outside of Basic Services for which payment is made on a case-by-case basis.

### **C.2.9 Building Automation System (BAS)**

The “building automation system” is a system controlling and monitoring building HVAC, and possibly other systems, including all BAS device, field and global controllers, instrumentation, networking infrastructure, computers and peripherals, software, programming, database files, and licenses.

### **C.2.10 Building Operating Plan**

The “Building Operating Plan” (BOP) is a mandatory plan requiring Government approval that the Contractor either develops for new buildings or reviews and updates for existing facilities that documents the procedures for the operation of all the mechanical and electrical equipment and systems covered by this Contract under normal circumstances and emergency contingencies.

### **C.2.11 National Computerized Maintenance Management System (NCMMS)**

A “computerized maintenance management system” is a database and application software package that automates the O&M and repairs record keeping requirements. GSA’s National Computerized Maintenance System (NCMMS) is designed to enhance efficiency and effectiveness of service and maintenance activities. Typical features include planning, scheduling and monitoring of service Work Orders and maintenance. The NCMMS is a central repository (Database) for all service requests and maintainable GSA assets. The NCMMS provides a mandatory, agency-wide means and method for processing, analyzing and reporting all service and maintenance work, equipment, costs, and labor hours for all of GSA.

### **C.2.12 Consumable Parts**

“Consumable parts” are parts or components that customarily require regular replacement rather than repair in a maintenance program and shall be disposed of properly. Examples include: oil, grease, belts, filters, ballasts, and lamps.

### **C.2.13 Contracting Officer (CO)**

Contracting Officer (CO) is a GSA employee who that has the overall responsibility for the administration of this Contract. The CO alone, without delegation, is authorized to take actions on behalf of the Government to amend, modify or deviate from the Contract terms, conditions, requirements, specifications, details and delivery schedules. The CO shall delegate administration of the Contract to a Contracting Officer’s Representative.

### **C.2.14 Contracting Officer's Representative (COR)**

Contracting Officer's Representatives (COR) shall be appointed by letter from the CO. CORs or designees shall be the primary Government representatives for the administration of Contract,

shall have proper training and experience in inspecting contracts, but shall not have the authority to modify the Contract.

### **C.2.15 Contractor**

“Contractor” as used in this PWS refers to the company or firm awarded this Contract.

### **C.2.16 Core Coverage Hours**

“Core coverage hours” are the hours when the Contractor is required to maintain Basic Services.

### **C.2.17 Corrective Maintenance**

Corrective Maintenance is a term from the NCMMS tool that refers to any activity that is not previously scheduled per industry standards, the PBS-P100 Design Standard, PBS 2012 (or most current) Preventive Maintenance Standards, or other referenced standards. The term includes service calls, equipment problems, minor repairs or unscheduled maintenance activities.

### **C.2.18 Demand Response Program**

Demand Response Program is a load management program that usually offers the Government incentives to curtail energy demand during peak use periods to protect system reliability or respond to market conditions. This program requires that the Contractor perform specific requirements to satisfy the curtailment request (e.g., using onsite generation, switching to different fuels, or turning off excess equipment).

### **C.2.19 Emergency Callback**

An “emergency callback” is a Work Order for service placed outside of Normal Working Hours and of such a nature that response cannot wait for the resumption of the next day’s a Normal Working Hours. An emergency creates a life/safety hazard or immediate loss or damage of Government property and the event can disrupt the routine operation of the building, thereby preventing the tenants from working or the building from being secured.

### **C.2.20 Energy Conservation Measure (ECM)**

An ECM is a building improvement, designed and constructed through an ESPC or UESC or other means, that, when operated and maintained as intended will result in a specified amount of energy savings.

### **C.2.21 Energy Savings Performance Contract (ESPC)**

An ESPC is a performance contract vehicle used to design and construct capital improvements and facility upgrades, referred to as Energy Conservation Measures (ECMs), and Water Conservation Measures (WCMs) that result in guaranteed energy and water savings goals. The savings goals are satisfied when operations and maintenance procedures established by the ESPC are followed as confirmed through annual measurement and verification.

### **C.2.22 Environmentally Sustainable Products and Services**

Products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison shall consider raw materials acquisition, production, manufacturing, products and chemicals, packaging, distribution, reuse, operation, maintenance, or disposal of the product or service. Attributes of environmentally sustainable products or services include those that are energy efficient, greenhouse gas reducing, water-efficient, biodegradable, environmentally preferable, non-ozone depleting, contain recycled content, non or less toxic, EPA-designated and bio-based.

### **C.2.23 Exterior**

The exterior is the area from the building or facility extending to the legal property line.

This includes but not limited to entrances, landings, steps, sidewalks, parking areas, arcades, courts, planters, lawns, irrigation systems, fountains, playground, security bollards, guard booths, gates, fences, flagpoles, building-mounted poles, and ground lighting located adjacent to the facility.

### **C.2.24 Fire Protection and Life Safety Systems**

“Fire protection and life safety systems” are systems and equipment installed in the building to: detect fire and products of combustion, notify building occupants and emergency responders, initiate smoke control systems, initiate fire suppression systems, control or suppress fires and facilitate or enhance emergency egress. These systems also shall communicate with other major building systems for fire and smoke control, elevator recall and utilities control.

### **C.2.25 GSALink**

GSALink is a strategic software analysis platform to leverage automated building analytics technology to capture real-time building systems point data, apply rules-based analytics software to the data and spot trends and deficiencies while reporting actionable events via the NCMMS as a Work Order to building operators, O&M Contractors, and GSA Service Center Facility Managers.

### **C.2.26 Green Procurement Compilation (GPC)**

The GPC specifies requirements to use environmentally sustainable products and services.

### **C.2.27 Indefinite Quantity**

“Indefinite quantity” provisions in a Contract permit the Government to order work, in addition to the Basic Services, and upon acceptance permit additional payment to the Contractor.

### **C.2.28 Initial Deficiency Report**

The “Initial Deficiency Report” is a listing of the deficiencies that exist in the equipment and systems covered by this PWS, as well as the Contractor's itemized price (including, labor, materials, overhead, and profit) for correcting each deficiency. Initial Deficiency Report findings are logged in NCMMS.

### **C.2.29 Miscellaneous Work**

“Miscellaneous work” is additional labor, in addition to PM and equipment maintenance, that is performed at the direction of the COR or CO (*i.e.*, they are part of Basic Services). The Contractor shall also provide consumable materials to complete the request. Miscellaneous work is treated as a Service Call and is included in the Basic Operations and Maintenance price quoted per month on the bid sheet. During normal duty hours, minor requirements are considered "miscellaneous work" as it relates to routine, day-to-day operational requirements requested by the tenant in making door keys, changing locks, hanging pictures, maps and bulletin boards, trimming door bases, and other similar functions, as directed. Miscellaneous work shall be accomplished in the same time frame as routine service calls, unless otherwise directed by the CO or designee.

### **C.2.30 Modification of Contract**

A modification is a change to the terms and conditions of the Contract. In accordance with FAR 52.212-4(c) – Changes, the parties must agree to any changes to the terms and conditions of the Contract via a written modification to the Contract signed by the Contractor and the CO. Notwithstanding the foregoing, the CO may modify the period of performance of the Contract via a unilateral modification, *i.e.*, without the consent of the Contractor, in accordance with FAR clause 52.217-8, Option to Extend Services, and FAR clause 52.219-9, Option to Extend the Term of the Contract, both of which are included in this Contract.

### **C.2.31 Non-Reimbursable Repairs**

A “non-reimbursable repair” is a repair that is the Contractor’s responsibility with no additional reimbursement from the Government.

### **C.2.32 Normal Working Hours**

“Normal Working Hours” are the hours of building occupancy by the tenants (typically 10 hours) when all services shall be available to occupants.

### **C.2.33 Occupant Emergency Plan (OEP)**

The lead agency (the largest agency in the building) in each building is responsible for development and enforcement of the building’s “Occupant Emergency Plan” (OEP). The OEP details what the building tenants shall do in case of an emergency. The plan identifies floor wardens and shelter in place locations.

### **C.2.34 Ongoing Commissioning**

A facilities management and technical approach designed to resolve operating problems, improve comfort, optimize energy use, and identify retrofits for existing buildings using data from multiple systems (*e.g.*, BAS, advance meters and GSAlink). This process can identify equipment inefficiencies as they occur and allow for quick remediation and greater energy and cost savings.

### **C.2.35 Open Protocol Systems**

The Contractor shall use an open source computer operating system typically composed of coordinated modular components from a number of sources and not reliant upon any proprietary elements. Characteristics of open protocol systems include the exposure of the source code,

which is thus available for understanding and possible modification and improvement, portability, which allows the system to be used in a variety of environments, and interoperability, which allows the system to function with other systems. “Open” applies to communication protocols, software and business practices.

### **C.2.36 Operations**

“Operations” is the continual process of using building equipment systems to accomplish their function, optimize building performance and improve energy efficiency. Operations includes analysis of requirements and systems capabilities, operating controls and control systems, responding to Work Orders, touring and observing equipment performance and condition, adjusting equipment, identifying needed maintenance and repairs to equipment, and maintaining lubrication and chemical treatments.

### **C.2.37 Overtime Utilities**

“Overtime Utilities” (OTU) are utilities and services that are outside Normal Working Hours and are funded by tenant agencies. Contractor support for OTU shall be considered an Additional Service and shall be on a separate requirements Order. OTU are scheduled and approved in advance to provide lights and, HVAC beyond Normal Working Hours.

### **C.2.38 Partnering**

Partnering is a formal management process in which all parties to an endeavor agree at the outset to provide an effective problem-finding/problem-solving management team, composed of personnel from both parties, thus creating a single culture with one set of goals and objectives. Partnering also requires the recognition that risks and accountability shall be shared by both parties and that maintaining a healthy partnership is everyone's responsibility. The outcome of this initiative is for GSA to leverage Contractor technical, managerial and decision making expertise to assist GSA in accomplishing the Contracts performance goals and objectives.

### **C.2.39 Performance Work Statement (PWS)**

The Performance Based Work Statement details the work requirement and can be referred to as the specification.

### **C.2.40 Predictive Maintenance**

Predictive maintenance is a program of maintenance activities in which scheduling of maintenance is derived from monitoring the operating condition, or changes in the operating condition, of equipment being maintained.

### **C.2.41 Preventive Maintenance**

Preventive maintenance is a program of scheduled maintenance activities performed based on a fixed schedule or on equipment runtimes.

### **C.2.42 Quality Assurance Surveillance Plan (QASP)**

The QASP is the Government's surveillance and assessment method of monitoring and evaluating the Contractor's performance.

#### **C.2.43 Quality Control Plan**

The Quality Control Plan (QC plan) is the Contractor's complete written system for identifying and correcting deficiencies in the quality of services to prevent the level of performance in operations from becoming unacceptable or negligent.

#### **C.2.44 Rapid Building Assessment Program**

The Rapid Building Assessment Program is an electricity and water assessment program conducted by a third party, which provides features that allow GSA staff to improve electricity and water efficiency for assets that have access to interval electricity and water metering. It uses proprietary statistical methods and advanced data analytics to provide building-specific performance benchmarks for electricity and water savings.

#### **C.2.45 Repair**

A "repair" is an act of restoring inoperable, dysfunctional or deteriorated equipment, systems or material to a fully functional, non-deteriorated state. Repairs involve some combination of labor and repair or replacement of the equipment, parts, components or materials.

#### **C.2.46 Reimbursable Repair**

A reimbursable repair is a repair that is reimbursable to the Contractor, in whole or in part, in accordance with the provisions of the PWS.

#### **C.2.47 Tour**

A tour is generally a scheduled inspection of equipment rooms and installations including computer rooms and, restrooms by Contractor operating personnel for the purpose of ensuring that equipment is running properly, ensuring that equipment rooms are in good order and without safety hazards, and making any necessary adjustments to operating controls or to lubricate equipment. A tour inspection can be a combination of physical visits and automated systems for the monitoring of equipment and systems. Operating logs and tour sheets are a part of the tour program plan.

#### **C.2.48 Utility Energy Service Contract (UESC)**

A UESC is a performance contract vehicle used to design and construct capital improvements and facility upgrades, referred to as Energy Conservation Measures (ECMs), and Water Conservation Measures (WCMs), that result in energy and water savings goals. The savings goals are satisfied when operations and maintenance procedures established by the UESC are followed and Key Performance Indicators (KPIs) are satisfied as confirmed through annual measurement and verification.

#### **C.2.49 Vertical Transportation Systems**

Vertical transportation systems are designed to transport persons or materials between two or more levels in a vertical direction, which commonly includes elevators, escalators, dumbwaiters, and lifts.

### **C.2.50 Watch**

A watch involves performing certain requirements required for the operation of the HVAC equipment (central systems over 300 tons), boilers, compressors, and related equipment in a centralized location. Watches include, starting equipment, checking at designated intervals all operating equipment in the area, recording readings, shifting equipment and loads, making adjustments at the central control center, taking water samples, making tests, and adding chemicals, as required.

### **C.2.51 Water Conservation Measure (WCM)**

A WCM is a building improvement, designed and constructed through an ESPC or UESC or other means, that, when operated and maintained as intended will result in a specified amount of water savings.

### **C.2.52 Work Order**

A Work Order (Work Request/Work Order) is a documented response entered into the NCMMS to a request by GSA, the tenant or a Contractor's observation that some equipment, system or material covered by the Contract is inoperable, dysfunctional, deteriorated, or not within normal operating parameters, or that the performance standard of the Contract is not being met. Work Order response involves analysis of the problem and adjustment of operating or monitoring controls or other immediate corrective action. Work Orders may be generated automatically from interfaces to BAS, central communications service or diagnostic software.

## **SECTION 3 GOVERNMENT-FURNISHED PROPERTY**

[[[Note to Spec Writer: Regions shall add items as appropriate. Delete items not applicable to your facilities, as appropriate; e.g. phone lines, fax machines, computers, copiers, software.]]]

### **C.3.0 General**

The Contractor or the Contractor's employees shall not use Government property in any manner for any personal advantage, business gain, or other personal endeavor. The Contractor will take appropriate precautions to safeguard and protect from damage, theft or misuse government furnished equipment. Government furnished property lost, stolen or damaged due to Contractor neglect shall be replaced at the expense of the Contractor.

### **C.3.1 Electric Power**

The Government shall provide electrical power at existing outlets for the Contractor to operate equipment that is necessary in the conduct of its work.

### **C.3.2 Water Source**

The Government shall provide hot and cold water as necessary, limited to the normal supply provided in the building. No special heating or cooling of the water shall be provided.

### **C.3.3 Contractor Office Space and Furnishings**

The Contractor may use space in the building and furnishings, including locker rooms and lockers (not a part of any tenant rentable or commonly accessible areas) if available with permission from the CO or designee. Any existing equipment within GSA space, such as lockers, tables, benches, chairs, and appliances may be used by the Contractor during the term of the Contract, provided written authorization is received from the CO or the designee. Space in the building, furniture and furnishings, and equipment for Contractor use (including a supervisor's office) is to be used for official business only in the performance of this Contract. If the Government supplies telephones, they shall only be used for communication related to the Contract. Allocated space, furnishings and equipment shall be kept neat and clean and returned to the Government at the expiration of the Contract in reasonably the same condition as at the time of entering into the Contract. The Government retains the right to change permission for use of space and furnishings throughout the life of the Contract.

### **C.3.4 Storage Space**

Space will be provided in the building for the storage of supplies and equipment that is to be used in the performance of work under the Contract. The Contractor shall maintain this space in a clean, neat and orderly condition. Contractor must store all flammable or combustible liquids in a UL- rated flammable storage cabinet or inside storage room as indicated in 29 C.F.R. 1910.106(d) and NFPA 30. The Government shall not be responsible in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts, or equipment.

### **C.3.5 Network Equipment and Computer Hardware**

**[[[Spec. Writer shall need to determine GSA responsibility in this subsection and revise.]]]**

Government-furnished network equipment and computer hardware shall be used in all cases for PBS IT systems. Network equipment- includes any equipment that has IT routing and switching functionality.

- Computer hardware includes PCs, laptops, and their peripherals (monitors, microphones and keyboards).
- Proprietary system hardware/software can be Contractor provided, but is subject to network and system testing, review and approval for connection to GSA's network and acceptance of the GSA IT.

Government-Furnished Equipment – GSA IT shall provide one laptop to newly integrated (to the GSA network) BAS sites for the purpose of giving all users access to the building monitoring and control systems. Please note availability of hardware is dependent on the availability of budgeted funds dedicated for this purpose, which may or may not be renewed on an annual basis. Existing GSA workstation refreshes shall still be coordinated through the regional Office of the Chief Information Officer's office. No hardware (workstations, servers, switches) shall be provided unless an approved network diagram is submitted.

**[[[Note to Spec Writer: If the Government provides a desktop or laptop for the purposes of NCMMS please include this additional computer in this subsection.]]]**

## **SECTION 4 CONTRACTOR- FURNISHED PROPERTY SUPPLIES/MATERIAL/EQUIPMENT**

### **C.4.0 General**

The Contractor shall provide all labor, services, supplies, material, and equipment necessary to perform efficiently and effectively the requirements of this Contract, except as explicitly stated within this PWS. At the expiration or termination of this Contract, all equipment furnished and installed by the Contractor in the building shall remain and become the property of the Government. All electronic data used to operate, track and maintain the facility remains the property of the Government and must be turned over to the Government in an electronic media identified by the Government. All non-electronic media used to operate, track and maintain the facility remains the property of the Government and must be turned over to the Government in good condition upon request or upon the completion of the Contract.

### **C.4.1 Specific Requirements**

The items listed below shall meet the standard or characteristic specified: The Contractor shall provide at its sole expense an onsite computer with broadband Internet service for the purpose of receiving and documenting Work Orders and other Contract data via NCMMS.

**[[[Note to Spec Writer: If the Government provides a computer for NCMMS please delete 4.1.]]]**

## **SECTION 5 OPERATIONS-SPECIFIC REQUIREMENTS**

### **C.5.0 General**

The Contractor shall provide building operations services for all systems covered by this Contract, maintain uninterrupted utilities services, and environmental conditioning to tenants during Normal Working Hours, and at other times as described in this PWS, to preserve the asset value of the facility and its systems, and minimize operating costs to the Government without compromising other Contract objectives or requirements.

### **C.5.1 Tenant Environment**

In accordance with Federal Management Regulations sections 102-74.185 and 102-74.195, respectively, the Contractor shall meet ASHRAE Standard 55-2017 (or latest version, if superseded), Thermal Environmental Conditions for Human Occupancy, and ASHRAE 62.1-2016 (or latest version, if superseded), Ventilation for Acceptable Indoor Air. The Contractor shall maintain these standards throughout the Normal Working Hours in occupied spaces. Equipment startup shall occur efficiently to attain fully environmental conditions at the beginning of Normal Working Hours. The Contractor shall comply with ASHRAE Standard 55-2017 (or latest version if superseded) to achieve temperature settings between 72°F and 78°F in the summer months and between 69°F and 75°F in the winter months. These recommended temperature settings apply to the entire building not individual offices. The Contractor shall report significant changes in the operating conditions to the CO or designee. If the standards (*i.e.*, ASHRAE Standards 55 and 62) cannot be met the Contractor shall submit a deviation by in writing, to the CO or designee for approval.

#### **C.5.1.1 Tenant Furniture**

Tenant agency furniture and office equipment in the Contractor's immediate work area shall be moved and protected by the Contractor and returned to its original location once work is completed. If the Contractor's work does not allow furniture and office equipment to be replaced to its original location, new locations will be designated by the COR or the tenant agency representative or point of contact. The Contractor is responsible for repair or replacement due to damage as a result of moving tenant furniture or office equipment.

### **C.5.2 Building Operating Plan**

**[[[Note to Spec Writer: It is understood that updates are required and the Spec Writer shall add or delete items as long as the contents listed in 5.2.1. remain intact.]]]**

In existing facilities the Contractor shall review and update the Building Operating Plan (BOP) and submit for approval to the CO or designee, not later than the end of the startup or transition phase outlining the operating and general maintenance procedures for all major building equipment and systems. The Contractor shall coordinate with the CO or designee in developing the components of the plan in accordance with the BOP template provided by the CO or designee.

In newly constructed buildings without a BOP, the Contractor shall develop a BOP that includes all O&M equipment and systems. The purpose of the BOP is to document the standard O&M procedures for the building. An additional objective of this plan is that if key personnel are not available then authorized and qualified staff shall be able to refer to the BOP and manage and

operate the building. The BOP contains critical information such as: who to contact, emergency procedures, demand response, hours of operation, locations of emergency shut off valves, confined entry space inventory, hazardous chemicals, the location of OEP, Continuity of Operations Plan (COOP), drawings, and equipment Inventory. The Contractor shall execute the Contract requirements in accordance with the approved BOP. The BOP must be submitted as an electronic file (MS Word or Google.doc) with regular updates that reflect current personnel, subcontractors, equipment, systems, and operating procedures, and entered in the NCMMS. The Contractor shall revise as needed and annually review and update the BOP and submit to the CO or designee an electronic file (MS Word, Google.doc) of the complete updated BOP on the anniversary of the Contract start date of each Contract year. If the Contractor fails to submit a satisfactory BOP the Government shall withhold payments until a satisfactory plan is submitted.

#### **C.5.2.1 Components of the Building Operating Plan**

***[[[Note to Spec Writer: Regions may add items. It is important that the CO or designee provide the necessary information to the Contractor to complete the BOP, such as OEP, COOP, drawings ESPC/UESC documents. A copy of BOP template can be found at: [Operations and Maintenance Specification.](#) ]]]***

The components of the BOP are compilation of requirements stated throughout the O&M PWS. Most of the information and documents shall be provided by the CO or designee to complete this plan, such as OEP and COOP and drawings ***[[[for ESPC/ UESC bldgs. only, add: ESPC/ UESC Documents.]]]*** At a minimum, the Contractor is responsible for providing the following information within the BOP:

- a. Contact information of local Contractor staff and corporate managerial staff.
- b. Description of staffing, responsibilities and work schedules.
- c. Identify personnel with QCP functions and the personnel with authority to commit funds, and the dollar level of that authority for this Contract.
- d. Standard operating procedures for operating building systems, including at a minimum:
  1. Startup and shutdown times and procedures relative to various environmental conditions.
  2. Facility hours of operation – Normal and Core hours.
  3. Procedures to accommodate tenant OTU requests. Provide listings of mechanical equipment, hours of operation and separate procedures for heating and cooling.
  4. Energy Conservation – Performance Plan, Management and Control Systems, peak load demand management procedures, and Advance Meter System (AMS) data for conservation strategies (if applicable).
  5. Other operating strategies to maximize efficiency and minimize energy consumption.
  6. Descriptions of major mechanical equipment, modes and sequences of operations for equipment systems such as schedules, settings, startups, shut-down and control sequences.
  7. Locations of all major utility shut off, including gas, electric, water and steam (if applicable).

8. Locations of all electric rooms and a narrative of the areas served by each including emergency generators, substations and transformers, and equipment that is on the emergency generator.
- e. Architectural and Structural systems maintenance (e.g., facade, roof, gutters, drains, and windows).
- f. Building tour plan and watch locations, recording presence and documentation procedures.
- g. Maintenance schedules and procedures, and a reference to which preventive or predictive maintenance standards or guides the Contractor shall use. For all fire protection and life safety systems PBS preventive maintenance guides shall not be used. The Contractor shall use the applicable NFPA code or standard (latest edition) to perform the inspection, testing and maintenance (ITM) of all fire protection and life safety systems. The Contractor shall perform all ITM in accordance with the frequency schedules and test methods in the applicable NFPA code or standard. All ITM performed must be recorded on the suggested ITM forms referenced in the applicable NFPA code or standard.
- h. List of test equipment to be maintained onsite to support troubleshooting and sensor calibrations.
- i. Vertical Transportation maintenance plan, if applicable, including escalators, elevators, and dumbwaiters.
- j. A description of how building equipment data is maintained and updated. Work Order and repair procedures, including staffing and procedures for the Work Orders, during operating hours, after hours and emergencies.
- k. A description of key control procedures.
- l. Safety, Security, Building Emergency Response, Recovery and Reporting Procedures. Reference the location or incorporate contingency plans for:
  1. Loss of the Contractor's onsite personnel (*i.e.*, strike, walkout, injury, abrupt resignation). At a minimum, the Strike Contingency Plan (SCP) shall include the following information:
    - a. Support Personnel: The SCP shall describe in detail how the Contractor shall staff the building to provide the services defined in this PWS in the event of strikes by its employees. This includes HSPD-12 requirements.
    - b. License and Certifications: The SCP shall describe in detail how the Contractor shall provide personnel that meet experience requirements, assuring the Government that all temporary or replacement employees (including subcontractor employees) shall meet the experience and license requirements defined in this PWS.
  2. Civil disturbance or major security threat.
  3. Natural disasters, bombing, or other events that damage the building's structure or utilities.
  4. Floods, including flooding caused by plumbing breaks.
  5. Hazardous materials including asbestos, lead paint, leaks or spills and water management.
  6. Inoperability and impairment of fire protection and life safety systems (including fire watch and impairment procedures (e.g., red tags).

7. Location of fire alarm control unit/fire control room/instructions to operate Public Address system in emergency, if applicable.
  8. Location of incoming municipal fire protection water supply.
  9. Location of fire sprinkler riser rooms and isolation valves.
  10. Location of fire pump.
  11. Location of sump and sewage ejector pumps and emergency procedures.
  12. Pressure booster and reducing stations, and backflow preventers.
  13. Above and Underground Storage Tanks.
  14. Confined Space Locations.
  15. Portable Fire Extinguisher Locations.
  16. Radon mitigation program, if applicable.
  17. Description of safety procedures.
- m. Contractor contingency plans to operate the building in support of the Government's COOP, OEP, loss of connectivity of the BAS, Shelter in Place, and Pandemic Preparedness planning for the site.
- n. Description of environmental regulatory requirements, such as Air Quality Management District and include rules that apply to equipment in the building, which permits are necessary, inspection and certification requirements, and other essential information. Identify how the administrative and technical requirements shall be managed for the timely accomplishment of all Contract requirements.
- o. Contractor plan to support demand response or utility curtailment programs in which the building participates, including communications protocols and curtailment activities. The Contractor shall provide in its contract an estimate as a separate line item for performing curtailment activities.
- p. The Contractor shall develop and implement a written emergency plan that describes procedures for its employees to follow during power failures, equipment failures, or other emergencies within 30 calendar days of Contract start date. The Contractor shall also review with its employees those parts of the plan necessary to protect workers in emergencies.
- q. **[[[Add this paragraph if ESPC/ UESC bldg.]]]** The Contractor plan to support ESPC/UESC in which the building(s) have established energy savings goals, including communication protocols, in the event operational changes jeopardize such goals or ESPC/UESC equipment is not performing adequately to achieve such goals.

### **C.5.3 Equipment Inventory**

**[[Note to Spec Writer: If there is not totally accurate inventory consider including an RFP, if funding is available, to provide additional time for the Contractor to correct.]]]**

#### **C.5.3.1 General:**

The Contractor shall maintain and update as required the building equipment inventory, equipment labeling and maintenance records to ensure accurate data in the NCMMS for building operations. Changes in the inventory can result in a negotiated price adjustment to the Contract, which must be approved, in writing, by the CO. Omissions in the existing inventory do not relieve

the Contractor from the responsibility for the maintenance and repair of the equipment. The Contractor may request an equitable adjustment pertaining only to physical changes in building equipment which occur after the contract start date. This request shall be submitted to the CO or designee for consideration. If the contractor maintained inventory data does not meet Contract requirements (up-to-date, required equipment information) the CO may take action to withhold payments.

### **C.5.3.2 Operations**

The Contractor shall:

Within 30 days of contract start review Level 1 Asset Inventory Audit Baseline Reports (See Exhibit 15, NCMMS Audit Tool) for each location.

*[[[Suggestion to spec writer: Optional / Recommended approach (used in R5 as-of 2019). Include this section in QASP / deliverables chart]]]*

Within 60 days after contract start the contractor shall submit an Asset Management Plan for each location covered in this contract to the CO or Designee . The plan must address all discrepancies noted in the Level 1 Asset Inventory Audit Baseline Reports. At a minimum the plan shall include, but not be limited to specific actions taken by contractor to:

**Improve Baseline Asset Score of:**

*[[[Note to spec writer: fill in your own values in place of the Values provided]]]*

Location 1: 54% Asset Score by 25% within Base Performance Year.

Location 2: 54% by 25% within Base Performance Year.

Location 3: 54% by 25% within Base Performance Year.

Location 4: 54% by 25% within Base Performance Year.

Location 5: 54% by 25% within Base Performance Year.

Improve Baseline PM Plan/Schedule Score of:

Location 1: 35% by 25% within Base Performance Year.

Location 2: 35% by 25% within Base Performance Year.

Location 3: 35% by 25% within Base Performance Year.

Location 4: 35% by 25% within Base Performance Year.

Location 5: 35% by 25% within Base Performance Year.

Improve both Asset and PM Plan/schedules by 10% each follow-on option year until a score of 95% is reached.

Maintain a score of **95%** or better for the balance of the contract performance period.

*[[[End of optional clauses]]]*

On an on-going basis and throughout the life of the contract, submit updates to asset records within NCMMS in accordance with provided training, standard operating and workflow procedures and processes established by GSA.

Manage and maintain asset inventory consisting of:

All GSA and tenant agency owned equipment inclusive of types that require maintenance, inspections, certifications, calibration, testing, and monitoring pursuant to the PBS Maintenance Standards, applicable codes, regulations, ordinances, industry standards, owner's operations & maintenance manuals.

Equipment which is operated through a sequence of operations.

Electronic controllers and network devices.

Sensors.

Tenant agency-owned equipment operated or maintained.

Collect and maintain the following minimally required NCMMS specific asset data in the ASSET record of NCMMS: asset template, asset number, asset tag, asset type, asset description, equipment owner, equipment ID, manufacturer, model number, serial number, asset status, maintenance responsibility, quantity, log, location, specifications, relationship, identifying attributes (floor, room number, or column line), data plate information, including but not limited to, horsepower, voltage, amperage, tons, cubic feet per minute, gallons per minute, etc.

The Government reserves the right to require additional information. (Exhibit 16, Inventory/NCMMS).

Annually certify that the asset inventory is up-to-date and submit the certified inventory to the CO or designee.

Update asset records within NCMMS when equipment is added, removed, or retrofitted as part of a project, or discovered by GSA or the Contractor.

Review and submit asset record updates within NCMMS during repairs, preventive maintenance, or corrective maintenance for COR approval within 5 working days of collecting or verifying asset data.

For assets covered by an ESPC/UESC contract, check the "ESPC" box on NCMMS Asset page; collect and maintain ESPC/ UESC contract information.

***[[[Note to Spec Writer: Remove if you don't have any ESPC assets / not applicable.]]]***

Meet minimum Level 3 of the current GSA Work Order Throughput key performance indicator (KPI) standards. Goal: Public Building Service (PBS) productivity and customer experience through timely completion and tracking of work orders.

***[[[Note to Spec Writer: See GSA Insite page PBS-Our Organization- KPI Dashboard: Work Order Throughput KPI's.]]] [[[This KPI is on hold until further notice. State as such in the PWS but leave the language in the PWS]]]***

### **C.5.3.3 Reporting**

The Contractor shall annually submit to the CO or designee an itemized equipment condition assessment with its recommendation for equipment or system upgrades or replacements (that has reached end of their life cycle), including a text description of each recommended upgrade or replacement and its life-cycle cost analysis including estimated project cost. The equipment condition assessment reports shall be produced in NCMMS and submitted electronically as an email attachment to the CO or designee.

***[[[Suggestion to spec writer, ADD: Optional / Recommended ]]]***

The condition assessment of an asset or system must have supporting predictive analysis. The documentation supporting an observation must utilize one or more of the following technologies: Thermal imaging, sound and vibration analysis, oil analysis, radiography, magnetometry.

Predictive Maintenance (PdM) and Condition Based Maintenance (CBM) data is needed to support priority, criticality, and phase of life cycle.

## **C.5.4 Safety Management**

### **C.5.4.1 General**

The Contractor shall comply with all applicable Federal, state and local laws and regulations that relate to the maintenance and operation of equipment and systems within the scope of this Contract including: permitting, plans, inspection, personnel safety, control of hazardous substances, certification, recordkeeping and training. Contract personnel shall wear proper personal protective equipment (PPE) to meet OSHA standards where required. Throughout the Contract period, the Contractor shall keep current and be aware of any changes in regulations and requirements and update its operations and training as necessary.

The Contractor shall immediately correct or mitigate any recognized safety or environmental hazard. The Contractor shall notify the COR, other designated Government representative, or appropriate authority if applicable. The Contractor shall be responsible for any fines or penalties levied by any environmental or regulatory authority resulting from its action or inaction, (but not actions or inactions of a third party or the Government).

### **C.5.4.2 Workplace Safety and Health Program**

The Contractor shall develop a site-specific safety and health plan that specifically describes O&M work related to applicable safety programs required under 29 C.F.R. parts 1910 and 1926.

#### **C.5.4.2.1 Reporting**

The site-specific safety and health program shall be submitted to the COR or designee for review and approval within 30 calendar days of Contract start date. By approving the program, GSA assumes no responsibility for the Contractor's occupational safety and health program.

### **C.5.4.3 Scheduling and Record Keeping**

The Contractor shall maintain copies of all tests, certifications, permits and other required records.

#### **C.5.4.3.1 Reporting**

All required safety tests, certifications, permits, plans, and other procedures required in this PWS shall be scheduled in the NCMMS Work Order system and documented in the NCMMS.

#### **C.5.4.4 Fall Protection**

The Contractor must provide fall protection equipment to its employees and all employees must be adequately trained in accordance with 29 C.F.R. 1910.28 and 1910.29. The Contractor shall develop specific fall protection procedures for work on roofs, equipment, and other areas at elevation.

#### **C.5.4.5 Powered Platforms**

The Contractor shall inspect, test, and maintain all federally owned permanently installed powered platforms in accordance with 29 C.F.R. 1910.66, and provide copies of such certifications to the COR. Aerial and scissor lifts, if used, must be inspected before each use in accordance with 29 C.F.R. 1910.67 (c) (2) (i) and the manufacturer's specifications.

#### **C.5.4.6 Lock Out/Tag Out**

The Contractor shall adhere to 29 C.F.R. 1910.147 lock out/tag out procedures. The Contractor's lock out/tag out procedures shall be developed and submitted to the CO or designee within 30 calendar days of Contract start date. Contractor shall communicate the lock out/tag out procedures to all employees and other affected Contractors.

#### **C.5.4.7 Confined Spaces**

The Contractor shall evaluate, identify and label all confined spaces in accordance with OSHA standards 29 CFR 1910.146. The Contractor shall develop a confined space entry permit system for all permit-required confined spaces within 60 calendar days of Contract start date.

#### **C.5.4.8 Facility Hazards and Accidents**

The Contractor shall take immediate action to report accident and control hazards that present an imminent danger.

##### **C.5.4.8.1 Hazards**

The Contractor is responsible for ensuring safe working conditions and identifying hazards that exist in the work environment. When the Contractor identifies any hazardous work condition, regardless of cause, the Contractor is responsible for protecting its employees from that hazard and correcting hazards under its control. Hazards not under the control of the Contractor, as well as all hazards that present an imminent danger, must be reported immediately to the CO.

##### **C.5.4.8.2 Accidents**

The Contractor shall immediately notify and provide copies of all accident reports to OSHA and to the CO or designee.

#### **C.5.4.9 Disruptive or Hazardous Equipment**

##### **C.5.4.9.1 Tools**

The CO or designee shall approve in advance the use of impact tools and power-actuated tools during Normal working Hours. Burning or welding equipment shall be used only with written permission from the facility management office or CO or designee. A Welding and Burning Permit (GSA Form 1755 or equivalent) shall be issued in advance for each day welding or burning is performed. Compress gas cylinders must be stored in accordance with 29 C.F.R.1910.101 and welding in a confined space requires specific confined space permitting requirements.

##### **C.5.4.9.2 Hooks, Cranes, Hoists Chains and Slings**

The Contractor shall inspect before each use and follow the inspection requirements in 29 C.F.R. 1910.184 and 1910.179 and ANSI B.30.10 as needed. Items that are defective shall be removed from service. The rated loads shall be listed on the devices.

#### **C.5.4.10 Scheduled Disruption to Utilities, Lighting, Fire Protection & Life Safety Systems, or Space Conditioning**

Any work that will disrupt utilities, fire protection and life safety systems, lighting or space conditioning for building tenants must be scheduled and approved in advance by the CO or designee and generally must to be performed outside of Normal Working Hours.

#### **C.5.4.11 Safety Data Sheets and Hazard Communication Plan**

##### **C.5.4.11.1 Safety Data Sheets**

The Contractor shall make Safety Data Sheets (SDS) available to its employees in accordance with 29 C.F.R. 1910.1200 and upon request to the COR or designee.

##### **C.5.4.11.2 Hazard Communication Plan**

The Contractor shall develop a written Hazard Communication Plan in accordance with 29 C.F.R. 1910.1200 as part of its overall Health and Safety Program. The written plan applies to any hazardous chemical present in the area where the Contractor is working and to which the Contractor is or may be exposed to, under normal conditions of use. The plan must include the method the Contractor will use to provide other employers that shall also be exposed to the hazardous chemicals, knowledge of the locations where the Contractor's SDSs are kept and how access by other employers can be obtained. The Contractor shall prepare and submit a hazardous materials inventory as an appendix to the BOP and Hazardous Communication Plan. This inventory shall itemize all materials by type as sold with an SDS and include approximate quantities stored or to be stored as well as the exact locations where hazardous materials are to be stored on the premises and the date the material was stored. The inventory must be kept current and submitted annually by September 30 of each year and at the end of the Contract.

#### **C.5.4.12 Labeling and signage**

The Contractor shall maintain the labeling of existing equipment, pipes, storage areas, containers, confined space, and workspaces as well as associated signage, in accordance with OSHA standards to ensure labels are visible and easily readable. Any equipment, pipes, and other materials, newly installed by the Contractor that require labeling and signage per OSHA standards shall be labeled immediately upon completion of the installation and maintained throughout the Contract period.

#### **C.5.4.13 Emergency Shutdown Instructions**

Emergency shutdown instructions (including contact name and telephone numbers) and tour inspection checklists and Lock-Out-Tag-Out procedures shall be posted by the Contractor in all mechanical rooms and electrical rooms, as applicable to the equipment in the given room. Such instructions and checklists shall be posted in an accessible and conspicuous location. All instructions and checklist must also be stored in the NCMMS.

#### **C.5.4.14 Electrical Safety**

The Contractor shall comply with NFPA 70: National Electrical Code and NFPA 70E: Standard for Electrical Safety in the Workplace, when working on or around electrical equipment or systems or switchgear equipment. The Contractor shall ensure that any and all areas restricted to qualified personnel are secured and properly labeled.

#### **C.5.4.15 Labeling of Electrical Circuits and Panels**

**[[[Note to Spec Writer: Regions may choose to modify or “Reserve” this requirement if labeling has not been maintained in a building and it would be prohibitively expensive to do the necessary circuit tracing to establish labeling.]]]**

The labeling of the electrical circuits and panels shall be maintained up-to-date either in electronic format or hard copy blueprints when the Contractor adds or modifies electrical circuits. This requires the Contractor to implement and document an overall electrical safety program that meets the requirements outlined in NFPA 70E, Article 100 - General Requirements for an Electrical Safety Related Work Practice. The CO or designee shall ensure all recorded changes in electric panels from upgrades or renovations from the third party electrical work subcontractors are transmitted to the Contractor to maintain the accuracy of labeling. In the event the Contractor identifies a circuit through discovery, the Contractor must label the circuit in accordance with NFPA 70B.

### **C.5.5 Environmental Management**

#### **C.5.5.1 General**

The Contractor shall use to the extent practicable, the safest and most environmentally friendly products and processes available. The Contractor shall use manufacturer recommended products. Before substituting for any manufacturer's recommended product, the Contractor shall ensure any the substitution is deemed safe by the equipment manufacturer. A resource to help ensure this objective is located at the web site in document titled “Web Links” at: [Operations and Maintenance Specification](#). The Contractor shall be cognizant of and comply with all applicable

Federal, state, and local laws and regulations related to building management (e.g., permitting, inspection, testing and personnel safety, control of hazardous substances, and certification) including those related to materials and associated systems used or removed in the performance of this Contract. The Contractor shall be responsible for any fines or penalties levied by any environmental or regulatory authority resulting from its action or inaction, (but not resulting from the actions or inactions of a third-party or the Federal Government). The Contractor's maintenance, operations, materials and processes must use green products and processes including products containing recycled content, environmentally sustainable products and services, bio-based products, and products and services that minimize the use of energy, water, and other resources. All required safety and environmental tests, certifications, permits, and other procedures required in this PWS shall be scheduled in the NCMMS Work Order system.

### **C.5.5.2 Refrigerants**

#### **C.5.5.2.1 Operations**

The Contractor shall comply with EPA section 608 regulations (40 C.F.R. part 82 under section 608 of the Clean Air Act) and associated state laws and regulations for refrigeration and air conditioning equipment. All HVAC mechanics performing repairs on refrigerated equipment shall possess a Universal Chlorofluorocarbon (CFC) Certification. Hydrofluorocarbon (HFC) refrigerants will be treated with the same restrictions as required for Hydrochlorofluorocarbon (HCFC) refrigerants with regards to operation, maintenance, testing, disposal and reporting.

#### **C.5.5.2.2 Maintenance (Refrigerant Recycling, Reclamation, and Disposal)**

The Contractor shall evacuate refrigerant to EPA-specified levels, using a certified recovery and/or recycling machine, prior to disposing of refrigeration and air conditioning equipment. When disposing of refrigerants, the Contractor shall give preference to reclamation (to EPA-certified refrigerant reclaimers) as a method of disposal. The Contractor shall notify the CO or designee and obtain approval prior to selling or offering for sale used refrigerant evacuated from GSA equipment; and transferring recycled refrigerant between facilities for use in GSA equipment.

#### **C.5.5.2.3 Testing/Inspections**

The Contractor must maintain and test emergency devices and systems, such as refrigerant monitors, automatic leak detection systems, alarms and purge ventilation systems as part of the maintenance program. The Contractor must use appropriate media to test sensors as well as alarm circuitry. The Contractor shall calculate and document the leak rate every time refrigerant is added to equipment (unless the addition qualifies as a seasonal variance). The Contractor shall perform required quarterly/annual leak inspections or continuous monitoring devices for refrigeration and air-conditioning equipment that have exceeded the threshold leak rate.

#### **C.5.5.2.4 Reporting**

The Contractor must immediately report refrigerant leaks, at or above a 10% leak rate, to the CO or designee and take corrective action to repair leaks prior to the EPA 30-day deadline in compliance with section 608 of the Clean Air Act. Repair of leaks shall be documented by both an initial verification test and a follow-up verification test. In the event fines or penalties are levied by the EPA or an **AQMD**, the Contractor may be charged the actual cost assessed. The

Contractor shall submit reports to COR and EPA if systems containing 50 or more pounds of refrigerant leak 125% or more of their full charge in one calendar year.

#### **C.5.5.3 Local Air Quality Management Operating Permits**

The Contractor shall comply with the operating permit requirements of the Local Air Quality Management District (AQMD), and shall ensure operating permits for boilers; generators and other emissions-producing equipment regulated by the local AQMD are up-to-date and have copies available to the CO or designee via NCMMS immediately upon request. In the event of fines or penalties levied by an AQMD, the Contractor shall be charged the cost as a performance deduction under the Adjusting Payments clause. The Contractor shall submit emissions reports when required by the regulating entity.

#### **C.5.5.4 Stationary Engines**

The Contractor shall comply with all applicable Federal, state, and local regulatory requirements for the notification of compliance, periodic inspection, monitoring, permitting, certification, registration, maintenance, personnel training, recordkeeping and reporting for all regulated stationary engines. The Contractor must ensure compliance with New Source Performance Standards (NSPS) for Stationary Compression Ignition Internal Combustion Engines, 40 C.F.R. part 60, subpart IIII; NSPS for Stationary Spark Ignition Internal Combustion Engines, 40 C.F.R. part 60 subpart JJJJ, and National Emission Standards for Hazardous Air Pollutants for Stationary Reciprocating, 40 C.F.R. part 63 subpart ZZZZ.

#### **C.5.5.5 Fuel Storage Tank Management**

**[[[Note to Spec Writer: Add any specific State requirements.]]]**

The Contractor shall comply with GSA Order 1095.2 PBS. "Fuel Storage Tank Management" and all applicable Federal, state, and local regulatory requirements for the periodic inspection, monitoring, permitting, certification, registration, maintenance, personnel training, and recordkeeping for underground and aboveground storage tanks. Where GSA policy and regulatory requirements differ regarding fuel storage tank management, the more stringent directive shall apply.

#### **C.5.5.6 Solid Waste**

**[[[Note to Spec Writer: Remove if contracted out separately]]]**

The Contractor shall provide solid waste and recycling disposal services as needed and in accordance with the Resource Conservation and Recovery Act (RCRA) Subtitle C Hazardous Waste and Subtitle D Non-Hazardous Waste, associated EPA regulations (including 40 CFR Part 246), state and local recycling mandates, Executive Order 13834, and applicable GSA/PBS guidance provided by the COR. The Contractor shall aim to meet a minimum fifty percent (by weight) waste diversion target, to support achievement of GSA sustainability targets. The Contractor shall manage (handle, transport, collect, and dispose) non-hazardous construction and demolition (C&D) waste separately from municipal solid waste (trash). Recycling, composting

(where feasible), and other alternatives to landfills and incineration are the preferred methods for disposal of all solid waste (C&D and trash).

#### **C.5.5.7 Polychlorinated Biphenyl (PCB) Control**

**[[[Note to Spec Writer: If there are no PCBs, delete this subsection]]]**

The Contractor shall inspect all transformers containing polychlorinated biphenyls (PCBs) and maintain records of such inspections in accordance with state, local, and EPA regulations. The CO or designee shall be notified immediately if any such equipment is found to contain PCBs, or suspected to contain PCBs. Equipment verified to contain PCBs, except lighting ballasts, shall be labeled as containing PCBs. Any transformer leaks of PCBs shall be reported immediately to the CO or designee. The Contractor shall inspect all leaks in accordance with state, local, and EPA regulations. The Contractor shall properly dispose of caulk that contains PCBs. The Contractor shall take immediate action to contain all leaks.

#### **C.5.5.8 Asbestos Management**

**[[[Note to Spec Writer: Remove if there is no possibility that asbestos ever existed in this facility. In cases where asbestos has a major impact on the ability to access equipment, Regions shall want to provide additional information for the Contractor along with the location of the Government Asbestos Management Plan.]]]**

The Contractor shall be expected to perform, on occasion, Class III and Class IV asbestos work as defined in 29 C.F.R. 1926.1101. The Contractor shall be prepared to deal with asbestos on a small-scale, short-duration basis to effect emergency repairs and to clean up small spills. The Contractor shall protect building tenants, visitors, and employees from asbestos exposure. The Contractor shall comply with applicable OSHA regulations and all applicable Federal, state, and local asbestos regulations. The Contractor shall immediately become familiar with, comply with, and recommend any appropriate changes to the Government Asbestos Management Plan for the building. If the Contractor disturbs materials its suspects may contain asbestos, the Contractor must immediately report the condition to the CO or designee. Contractor personnel who perform the above-mentioned work must have the appropriate training in accordance with 40 C.F.R. part 763, and the Contractor shall provide training records to demonstrate compliance, including respirator suitability medical and fit test reports with Personal Identification Information removed.

#### **C.5.5.9 Disposition of Hazardous Waste**

**[[[Note to Spec Writer: Facility Managers are the ones who will need to sign the manifest for transportation of HazMat from a facility.]]]**

The Contractor shall ensure that on-site hazardous waste management is compliant with all regulatory accumulation requirements (e.g., hold times, marking/labeling and container management). All Hazardous and Universal Waste shipping documentation shall be maintained for the life of the building. Universal Wastes (i.e., fluorescent lamps, batteries, certain pesticides, and mercury-containing equipment) in quantities subject to Federal and State Universal Waste Rules (40 C.F.R. part 273) shall be recycled or disposed of as Hazardous Waste. Preference is given to recycling of intact items. Hazardous Wastes not subject to the Universal Wastes Rule shall be managed in accordance with all applicable parts of 40 C.F.R. part 260. As co-generators,

the Contractor and Government mutually agree that the Contractor shall perform generator duties on behalf of both parties. Generator requirements include to hazardous waste generation, handling, accumulation, shipment and disposal, and also include exception reporting as required. The Contractor must include the disposition of Hazardous and Universal Waste as a Work Order in NCMMS with documentation attached.

#### **C.5.5.10 Backflow Prevention Devices**

The Contractor shall maintain all existing backflow prevention devices and certify them as prescribed by applicable Federal, state, and local laws, ordinances, and regulations. If no local requirement exists, a certified inspector shall inspect all existing backflow prevention devices on an annual basis, record the inspection as a Work Order in the NCMMS and provide certification of proper operation to the CO or designee. A copy of the certification shall be posted at all backflow prevention devices. While the Federal Government shall generally pass on to the Contractor backflow testing notices received from local water districts or other local authorities, the Contractor is responsible for timely completion and submission of such test results regardless of receipt of such notices. In addition to other requirements, backflow prevention devices used on water-based fire suppression systems shall be inspected, tested, and maintained in accordance with NFPA 25.

#### **C.5.5.11 Potable Water Systems**

The Contractor shall comply with The Safe Drinking Water Act, PL 99-339, as amended, and the U.S. Environmental Protection Agency Safe Drinking Water regulations (40 C.F.R. 141.43, sections A and D), which address the quantity of lead allowable in new installations or repairs to existing drinking water systems and plumbing. Potable water systems that are repaired, modified, serviced, or breached in any way shall be disinfected and flushed as needed prior to returning the system to service. The Contractor is required to comply with all applicable Federal, state, local codes, GSA Order PBS 1000.7- Drinking Water Quality Management and the PBS Desk Guide for Drinking Water Quality Management, in the operation, treatment, and testing of potable water systems.

#### **C.5.5.12 Reporting**

The Contractor shall provide all necessary information required in this subsection to comply with environmental and reporting requirements, and agency sustainability goals in this specification. The Contractor shall submit to the CO or designee the following reports.

**[[[Note to Spec Writer: Remove (a) if this requirement is accomplished under another PWS.]]]**

- (a) **Waste Reports.** The Contractor shall submit a monthly report on waste handling activities including disposal and recycling. The report shall contain shipping information for hazardous and non-hazardous waste and be submitted by the 15<sup>th</sup> of each month and upon request by the CO or designee. The report must include the waste type, name and final disposition destination. All Hazardous and Universal Waste shipping documentation shall be maintained for the life of the building. If the Contractor performs

non-hazardous solid waste management for the entire building, they shall also report on these solid waste and recycling activities.

- (b) **Environmental Compliance.** The Contractor shall collect and retain requisite data to produce and make mandatory reports required by environmental regulatory agencies including GSA programs, directives and orders, or as necessary to demonstrate ongoing compliance with environmental regulatory operational requirements. These reports include to waste generation, shipment and disposal, hazardous materials storage (Tier II/Emergency Planning and Community Right-to-Know Act reporting), release reporting, fuel tank registration, operator training records, and notices of compliance for reciprocating internal combustion engines.
- (c) **Sustainable Purchasing Practices.** The Contractor shall submit information on sustainable purchasing practices specific to the performance of this Contract. Records showing the monthly cost of sustainable cleaning products and materials purchased must be provided to <http://www.sam.gov> with copies to the CO as required by FAR clause 52.223-2. The Contractor shall select from products that are EPA-designated (e.g. Comprehensive Procurement Guidelines [CPG]) and USDA-designated in the Bio Preferred Program refer to the web site in document titled “Web Links” at: [Operations and Maintenance Specification](#), and all other factors (such as price, performance, and availability) being equal, the Contractor shall select the CPG item. For other purchases, unless the Contractor receives an exemption from the CO or designee, the Contractor shall select USDA designated in the Bio Preferred Program products over products with other sustainable attributes. Guidance for products designated under Federal sustainable product programs – USDA Bio Preferred, EPA CPG, EPA Design for the Environment, and Department of Energy, Energy Star and FEMP - can be found at the website in document titled “Web Links” at: [Operations and Maintenance Specification](#). Sustainable products designated under third-party programs include but not limited to Green Seal, Eco Logo, and Environmental Choice. For those categories of products not recognized by one of the aforementioned standard’s, preference shall be given to products meeting the California Code of Regulations maximum allowable Volatile Organic Compounds (VOC) levels for the appropriate cleaning product category (California Air Resource Board/California Code of Regulations (CCR), 17, C.C.R. section 94509 – (Topic cited; Standards for consumer products at the website in “Web Links” at: [Operations and Maintenance Specification](#).

#### **C.5.5.13 Contractor Pandemic Plan**

The Contractor shall provide a ‘Contractor Pandemic Plan’. The Government must identify and plan for safeguards for its employees, contractors and visitors, and provide for continued operations in the event of a pandemic. The Contractor shall prepare an action plan on how they will protect building occupants and help prevent and reduce the spread and mitigate the potential effects of a pandemic event on O&M, Custodial, Vertical Transfer and related services. Given the unpredictable length and severity of a pandemic, the Contractor’s plan shall link their planned actions to the periods and phases established by the World Health Organization for a pandemic cycle and to the guidance provided by the Centers for Disease Control and Prevention (CDC.)

The Contractor shall submit the pandemic plan to the CO or their designee within thirty (30) calendar days of the start of the contract. During a declared pandemic the Government reserves the right to substitute disinfectant cleaners for non-disinfectant cleaners and to change cleaning protocols when required by the CDC.

The contractor's pandemic plan shall include the following, at a minimum:

- Identify key Contractor personnel and their credentials for such an event
- Specify, require and provide Contractor employees with appropriate training to fully address cleaning requirements during pandemic events
- ➤ Explain how Contractor staff will communicate with and provide reporting and status updates to the Government
- Provide a contingency (backup personnel) to continue services if Contractor staff get sick and are unable to work
- Identify those procedures that will maximize air dilution, filtration and sanitizing of HVAC air streams and implement those procedures as recommended by the CDC
- Identify and develop procedures to monitor water use and levels of disinfectant and dissolved metals at the delivery point. Develop procedures to operate water systems to ensure delivered water contains residual disinfectant or adequate discharge temperature to prevent bacterial growth and adequate flow to limit the concentration of leaching metals to safe levels
- Identify those procedures that ensure compliant, timely, effective, and safe disinfectant cleaning practices
- Specify the type of PPE and how it will be used by the Contractor staff
- Provide protocols to ensure that the Contractor has sufficient supplies of filters, cleaners, PPE, and disinfectants

Reference material can be found at the links below:

➤ For information on the phases of a pandemic cycle see <http://www.who.int/csr/resources/publications/influenza/whocdscsredc991.pdf>.

➤ For CDC guidance see <https://www.cdc.gov/>.

➤ See components of Pandemic Planning at <https://www2.ed.gov/admins/lead/safety/emergencyplan/pandemic/planning-guide/basic.pdf>.

➤ A template for developing a Pandemic Plan is located at [https://www.fema.gov/media-library-data/1396880633531-35405f61d483668155492a7cccd1600b/Pandemic\\_Influenza\\_Template.pdf](https://www.fema.gov/media-library-data/1396880633531-35405f61d483668155492a7cccd1600b/Pandemic_Influenza_Template.pdf).

## **C.5.6 Energy and Water Efficiency**

### **C.5.6.1 General**

The Contractor shall operate equipment and systems per design as efficiently as possible without compromising service to the tenants. *[[[ESPC/ UESC Bldgs include this sentence]]]*: Ongoing ESPCs/UESCs must be consulted to ensure savings guarantees or performance assurance dependent on operational parameters are not compromised.

### **C.5.6.2 Operations**

The Contractor shall make full use of available analytic tools (e.g., BAS, AMS, GSALink data, PNNL E4 reports and GSA Rapid Assessment results, as applicable) to diagnose problems and identify operational improvements. When equipment is being replaced, the Contractor, in coordination with the CO or designee, shall pursue the use of energy-efficient replacement parts and equipment items (not limited to Energy Star ® or FEMP-designated Energy Efficient products, WaterSense, Safer Choice products) that shall meet or exceed the requirements of this statement of work. Any rebates received from a service utility provider or Contractor shall be assigned to the Government.

*[[[ESPC/ UESC Bldgs include this paragraph]]]*: In facilities with ESPCs or UESCs the contractor shall ensure the operating limits for equipment and/or controls established by the ESPC/UESC are followed. Any adjustments to operations that may jeopardize the energy savings realized by the government in accordance with the ESPC/UESC must be submitted to the COR in writing within 1 business day. Any changes discovered by the Energy Savings Company (ESCO) or Utility during Measurement and Verification (M&V) and/or Performance Assurance activities may warrant root cause determinations. The Contractor will assist in root cause determinations. Changes made by the Contractor that exceed USPC/ UESC operating limits will be returned to ESPC/ UESC stipulated conditions by the Contractor at no additional cost to the government.

### **C.5.6.3 Reporting**

*[[[Note to spec writer: Determine which of the following paragraph best fits regional policies better and remove the other. NCMMS paragraphs above already contain asset and PM management and meter reading as a basic service]]]*

On a monthly basis the Contractor shall read and record all available utility and fuel meters (electric, gas, diesel fuel levels, water, cooling tower water make up, irrigation, etc.) and include

in the monthly progress report. The Contractor shall use the Energy and Water Efficiency Monthly Report format (see Exhibit 2). The Contractor shall report monthly energy and water usage as compared to the previous year and to explain usage trends. **[[[ For ESPC/ UESC Bldgs add this sentence]]]: The contractor shall report all known or potential O&M impacts to ESPC/UESC equipment and/or ECMs.** The report shall be submitted to the CO or designee by the 5<sup>th</sup> business day of the subsequent month.

Within **[[[spec writer fill in]]]** \_\_ days of contract award date, the Contractor shall create NCMMS assets, asset meters, PMs and job plans to activate monthly meter reading NCMMS work orders for all available utility and fuel meters (electric, gas, diesel fuel levels, water, cooling tower water makeup, irrigation, etc.) The Contractor shall report monthly energy and water usage as compared to the previous year, and year over year to determine and report usage trends, abnormalities, and opportunities to reduce resource use. The contractor shall report all known or potential O&M impacts to **ESPC/UESC** equipment and/or ECMs. The report shall be submitted to the CO or designee by the **[[[spec writer fill in]]]** \_<sup>th</sup> business day of the following month.

### **C.5.7 Advanced Metering Systems**

**[[[Note to Spec Writer: Remove if there is no advanced metering system or if this subsection is covered under another PWS]]] [[Insert buildings with advanced meters]]]**

#### **C.5.7.1 General**

The purpose of the AMS is to monitor, identify and implement opportunities to reduce energy usage at the building(s) and, in some cases, to verify that the utility companies are billing correctly. In many cases, the AMS shall be connected to the BAS. It shall be the Contractor's responsibility to partner with GSA to utilize fully the AMS to develop and implement strategies that will result in an overall reduction in energy consumption.

#### **C.5.7.2 Operations**

The Contractor shall verify daily that each of the advanced meter(s) are functioning properly and are communicating to the regional and Central Office server, as applicable, and are accessible via end-user interface (currently ION Enterprise Energy Management). Where advanced meters are connected through the BAS, the Contractor shall verify daily proper information and data sharing.

#### **C.5.7.3 Maintenance**

**[[[Note to Spec Writer: Tailor the below language to your individual regional protocols on communication repairs.]]]**

The Contractor is responsible for correcting immediately any onsite communication failure to mitigate any loss of data. The Contractor shall create a Work Order in NCMMS to track communication failure resolution. In the event of an onsite communications failure or data loss,

the Contractor shall refer to both the manufacturers and GSA's troubleshooting guides. If this does not resolve the issue, and advanced troubleshooting is necessary, the Contractor shall take the next step within 72 hours of occurrence. For advanced troubleshooting, the Contractor shall contact GSA's OFM Energy Division's Advanced Metering Support, guidance can be found at the web site in document titled "Web Links" at: [Operations and Maintenance Specification](#) and inform the COR. The advanced metering support team shall coordinate with GSA IT support or vendors as necessary to assist the Contractor with getting the meter(s) back online. The regional advanced metering lead shall be the Contractor's main point of contact for advanced metering issues. The Contractor shall add or update Advanced Meter Asset and Location information in NCMMS. The Contractor shall be responsible for the re-commissioning, which includes the calibration of the advanced meters in accordance with the manufacturer's recommended frequency or sooner, if there is evidence that the meters are not reading correctly. If advanced meters cannot be calibrated by design, the Contractor shall notify the COR when the meter is not performing as designed. Meter recommissioning documentation shall be submitted as a Work Order via the NCMMS. Where weather sensing equipment is installed as part of the AMS, the Contractor shall ensure proper daily communication.

#### **C.5.7.4 Reporting**

**[[[Note to Spec Writer: Tailor the below language to your individual regional protocols.]]]**

Contractor will be responsible for comparing monthly consumption collected by the AMS to the actual utility bill consumption as a part of its ongoing monitoring efforts. Variances of more than 10% shall be reported to the GSA Energy Division, the COR and the Regional Advanced Metering Lead who will assist with resolving the discrepancy. As a part of the re-commissioning of meters previously offline, the Contractor shall confirm that all changes have been documented and update on network diagrams, including any changes in Internet Protocol (IP) addresses. The Contractor shall be responsible for recording recalibration of advanced metering equipment in the Monthly Report and recorded in the NCMMS.

### **C.5.8 Building Automation Systems and IT Controls**

#### **C.5.8.1 General**

The automatic centralized control of a building's HVAC, lighting and other systems are managed through a BAS and may also be referenced as Building Monitoring and Control Systems. The objectives of building automation are improved occupant comfort, efficient operation of building systems, reduction in energy consumption and operating costs, and improved life-cycle of equipment. BAS core functionality keeps building climate within a specified range, provides light to rooms based on an occupancy schedule (in the absence of overt switches to the contrary), monitors performance and device failures in all systems, and provides malfunction alarms to building maintenance staff. The intent of a BAS is to reduce building energy and maintenance costs. The Contractor must retain levels of expertise necessary to manage the control systems in a manner that meets the objectives of this Contract either by retaining on staff a factory trained and certified technician or subcontracting with the BAS vendor for services. The Contractor must establish building recovery plans for loss of connectivity to the BAS and procedures to operate the building systems manually.

### **C.5.8.2 Operations**

Equipment shall be operated according to the established sequence of operation for the BAS. The Contractor is responsible for notifying the CO or designee if a sequence of operations, equipment or schedule is not operating as designed or at the highest efficiency and resulting in unnecessary energy use. The Contractor is responsible for retaining an adequate level of expertise to manage the control systems. If the Contractor does not have a manufacturer trained or equivalent BAS operator onsite, the Contractor shall enter into a subcontract, including regular scheduled support (not merely support on a contingency basis), or remote access (where available and subject to GSA IT governance security clearances and training), with a firm that has these skills. This subcontract shall include regularly scheduled maintenance, including sequence of operation tuning, calibration; BAS log review, and other BAS system maintenance. The Contractor shall monitor the BAS for alarms at all times. A BAS alarm after Normal Working Hours that impacts the building operations must be corrected under emergency call back Work Order service and recorded in the NCMMS. GSA-IT shall be entering asset information for IP-enabled BAS controllers that are connected to the GSA network.

All computers networked with building monitoring and control systems located inside GSA facilities, or that provide storage of and access to GSA data, including data related to energy usage, industrial systems controls, physical access controls, and lighting controls, are required to be hosted exclusively on GSA's physical network and system infrastructure, unless otherwise accepted by CO or designee.

The Contractor shall maintain the following minimum standards described below.

#### **C.5.8.2.1 GSA-hosted Systems Requirements**

The Contractor shall:

- a. Ensure a building monitoring and control systems, applications and devices are implemented as designated in the PBS P-100 Design Standard (current version) and the PBS Building Technical Reference Guide, including OFM BAS standards and specifications. Additionally, all Government IT systems are required to meet FISMA standards for IT security.
- b. Ensure that all IP addressable devices, appliances or software that shall communicate over the GSA network are assessed and have all identified vulnerabilities remediated in order to be approved by GSA-IT Security for use on the GSA network. For more details, please refer to the Building Technologies Technical Reference Guide.
- c. Ensure that all device or groups of devices that communicate with GSA system data and use wireless or radio frequency (RF) based communications are subject to all GSA IT Security policies related to the use of wireless technology. This policy establishes the requirement that these devices be submitted for IT security testing and remediation in order to receive approval for use at GSA.
- d. Ensure that all building systems software (server and client) are hosted on Government furnished equipment (GFE), including GSA virtual server or GSA provided desktop/laptop workstations.

- e. Ensure that all IP traffic is managed by GSA, and IP addresses, as well as all routing and switching equipment, shall be furnished exclusively by GSA.
- f. Be responsible for supporting all cabled pathways connected to GSA's network including copper and fiber cabling, necessary to enable IP network communication among system devices and network components, and all break/fix requirements. All new cabling, including break/fix, shall be installed in accordance with the PBS Telecommunications Distribution and Design Guide. The Contractor is not responsible for interconnecting cabling of the GSA onsite network components.
- g. Ensure that the Contractor staff receives preliminary favorable and ultimately completely favorable adjudication of their Tier 1 clearance in accordance with the HSPD-12 directive to obtain a GSA ENT user credential, which is required for all system access. All elevated access, requires Tier II clearance.
- h. Ensure that at no time a GSA hosted building monitoring and control system made accessible to the public internet or via any third party network connection.
- i. Be aware of building systems running on GSA IP Enterprise Network and be capable of initiating troubleshooting, if network communications is suspect. This means being familiar with the procedure for logging GSA IT Help Desk ticket and following up to ensure ticket is being worked by assigned party.

#### **C.5.8.2.2 Excepted Systems Requirements (not hosted on GSA's system infrastructure)**

The Contractor shall:

- a. Ensure the CO or designee approved antivirus software subscription is kept in effect and the software used is current at all times.
- b. Ensure all Contractors provided software that has an End User License Agreement is presented to and approved by the CO or designee before that software is purchased.
- c. Ensure Contractor a personnel does not use the BAS system to connect to websites.
- d. Ensure antivirus and spyware scans are conducted monthly.
- e. Be responsible for keeping all workstation and server operating systems updated, including Windows (or other operating system), Java, Adobe, and all other standard software. Critical updates shall be downloaded and installed monthly.
- f. Ensure complete data backup to a CD, DVD or flash drive, including trend logs and control software, is conducted whenever a software or programming change is made but no less frequently than monthly.
- g. Ensure disk drive maintenance, including defragmentation, is performed quarterly.
- h. Be responsible for software, licenses and security updates to all Contractor provided systems devices.
- i. Ensure proper Configuration Management Plan is in place for the BAS devices and applications so the system can be supported.
- j. Ensure there is strong encryption on devices and applications for safeguarding sensitive data and login credentials.
- k. Ensure unnecessary services are disabled (e.g., FTP and Telnet) to protect the system from unnecessary access and a potential exposure point by a malicious attacker.
- l. Ensure unnecessary open ports are closed or blocked to secure against unprivileged access.

- m. Protect against Cross-Site Scripting, which is a common vulnerability in web applications where an attacker can compromise or take control of a site.
- n. Enforce Least Privilege, where proper permissions are enforced on a device or application so that a malicious attacker cannot gain access to all data. Enforcing Least Privilege shall only allow users to access data they are allowed to see.
- o. Protect against Insufficient User Access Auditing, where device or application does not have a mechanism to log/track activity by user.
- p. Not use the use of end-of-life systems and application/system software that is no longer supported by the manufacturer.
- q. Use the latest, supported and approved operating systems.
- r. Ensure that all proposed standard installation, operation, maintenance, updates, and patching of software do not alter the configuration settings from the approved United States Government Configuration Baseline.
- s. Ensure that the use of commercially-provisioned circuits to manage building systems is strictly prohibited. All circuits shall be provisioned through GSA IT.
- t. Ensure workstation or server running building monitor and control system is not connected to the public internet (Trusted Internet requirement of the 2100.1 order). The system shall not be accessible from remotely.
- u. Adhere to GSA-IT Security Procedural Guide, CIO-IT Security-16-76, Building Technologies Technical Reference Guide, NIST IT Security Special Publications.
- v. Ensure all IP-enabled devices and applications are approved by GSA-IT Security before they are installed or connected on the GSA network.
- w. Provide a network diagram of all IP-addressable devices that terminate on the GSA network to the GSA IT program managers. GSA IT shall be included in the design phase of the network infrastructure. Vendor-provided diagrams must be submitted in digital display and in an editable format, such as Microsoft Visio.
- x. Provide documentation and assist GSA-IT and PBS with performing building recovery, so that systems can function on the local area network (LAN) in an event of an outage.

### **C.5.8.3 Maintenance**

#### **C.5.8.3.1 BAS Control Systems and upgrades**

BAS Control Systems shall be maintained as designed and updated when required, including data point and graphics, as applicable. The Contractor shall perform maintenance required to ensure that all BAS devices function properly and repair or replace components that fail. The Contractor shall procure for BAS software and firmware updates and security patches sufficient to keep the system up-to-date with current versions of that application and field device controllers to address any known security vulnerabilities with that application software or device firmware. The Contractor shall procure software maintenance on an annual basis or leverage longer term contracts with one-year option periods. GSA reserves the right to remove this scope from the Contract at any time and furnish its own software maintenance contract with the application manufacturer or its authorized partners. Regardless of which party procures the required software maintenance, the Contractor is responsible for supporting the testing of all application, firmware, operating system, and database software patches.

The Contractor shall not upgrade or patch any BAS device independent of a qualified support from the manufacturer or its representative and then and only after consultation with GSA. The Contractor shall cooperate with GSA and the BAS contractor to facilitate any upgrades GSA deems necessary for the functionality or security of the BAS. The Government shall upgrade or change control system software or reprogram control systems during the performance period of the Contract. The Contractor shall not modify sequences of operation or control programs or run systems manually without prior approval of the CO or designee in consultation with regional subject matter expert (SME). Where sequence of operation changes are approved, the Contractor shall provide accurate edits to the sequence of operation to document the changes made.

#### **C.5.8.3.2 BAS Alarms**

**[[[Note to Spec Writer: Specify frequencies to testing BAS at a minimum once a year.]]]**

BAS alarms shall be treated as Work Orders and responded to accordingly. Any adjustments to set points to accommodate tenant comfort shall be approved in advance by the CO or designee. Repetitive or associated alarms shall be treated in the aggregate and tracked under the Work Order system established in the NCMMS. Communications for alarms set up for remote notification shall be tested on a recurring basis.

#### **C.5.8.4 Testing/Inspecting**

**[[[Note to Spec Writer: This can be removed if the Region has other methods to do monitoring and correcting excessive energy use buildings.]]]**

The Contractor shall conduct the six-step re-tuning procedure described in the Pacific Northwest National Laboratory (<http://retuningtraining.labworks.org/training/lms/>). If Contractor does not have adequate level of expertise to complete Re-tuning, all requirements shall be included in BAS maintenance sub-contract. The initial frequency of the re-tuning is semi-annually to coincide with the heating and cooling seasons. After completing two re-tuning cycles the CO or designee in consultation with the Contractor shall determine the appropriate frequency of the re-tuning effort based on the size and complexity of the facility. Re-tuning shall be reported to the CO or designee and regional SME and documented in the monthly report. The re-tuning report shall include any Contractor suggestions and corrective actions.

#### **C.5.8.5 Reporting**

**[[[Note to Spec Writer: Delete GSALink requirement, if not applicable.]]]**

Deficiencies in the BAS system operations shall be identified by BAS trending, GSALink or Contractor's tours. All deficiencies shall be reported to the CO or designee immediately and documented and included in the monthly report. BAS alarms logs shall be included in the monthly report to show that they are being addressed. These logs shall include unique usernames for the operator addressing the alarm.

#### **C.5.8.6 Smart Building Technology**

**[[[Note to Spec Writer: Remove if building does not have this technology.]]]**

GSA PBS has several programs in development and at various stages of implementation. One of these programs includes Smart Building technologies. A key objective of implementing Smart Technologies in GSA buildings is to capture and make available more real-time performance data about the individual building systems (e.g., HVAC/BAS, lighting, and Advanced Meters). This data shall be made available to the Contractor and as GSA analyzes this new trend of monitoring building performance at a detailed level, building support personnel engagement shall increase in significance over time. The Contractor is advised that tools, processes, data, and some procedures shall be modified to meet GSA requirements for long-term improved operational efficiencies. The Contractor shall continue to monitor developments in this area as more buildings in the GSA portfolio deploy Smart Technologies.

New building technologies, and their convergence with traditional information technology, have altered the way in which facilities can be monitored, maintained, and operated. Trends in building systems technology have provided opportunities in the market place to alter the way facilities managers use real-time data to operate their facilities more efficiently. Building systems are getting increasingly more dependent on software, IT networks (physical and wireless), servers, internet access, and cloud-based/hosted solutions. This shift in domain expertise has outpaced traditional design and construction practices. As a result, building operations and maintenance staff need to adapt, be more proactive, and leverage the availability of real-time data to help them perform building systems support more effectively. This shall involve more thorough planning and redefining some processes, procedures, and job roles to better operate the facilities that have newer technology-based systems.

GSA is fielding diagnostic and optimization software to detect problems and inefficiencies in equipment operation. The Contractor shall act on the recommendations of such diagnostic and optimization software reporting. This shall include using the results of the diagnostic and optimization software to generate a Work Order, or to respond to a Work Order automatically generated by the diagnostic program application. The Contractor involved in diagnostic software programs shall provide status updates of diagnostic results and attend monthly meetings to report and troubleshoot diagnostic test results.

## **C.5.9 Fire Protection and Life Safety Equipment and Systems**

### **C.5.9.1 General**

The Contractor shall use the current NFPA codes and standards as stated in this subsection to perform inspections, testing, and preventive maintenance of fire protection and life safety systems and equipment and all test results and certifications shall be recorded. The Contractor shall not make any software upgrades or corrections to the Fire Protection Systems without prior approval and coordination of the GSA Regional Fire Protection Engineer. The Contractor shall:

- a. Utilize the latest edition of the applicable NFPA code or standard.
- b. Ensure all fire protection and life safety systems, equipment, and markings are kept operational at all times, except while being tested or repaired.
- c. In the event fire protection and life safety equipment is not returned to operational condition, notify the CO or designee and provide a fire watch.

- d. Ensure all maintenance and pre-planned impairments of the fire protection and life safety systems and equipment have been authorized and approved by the CO or designee prior to the Contractor performing any work.
- e. Comply with all appropriate safety code requirements. If the Contractor encounters equipment that is in a condition that shall endanger life or property, the Contractor shall immediately notify the CO or designee of the condition requiring immediate action. Within 24 hours following the notification of the CO, the Contractor shall provide to the CO or designee a written report of the hazardous condition and recommended corrective action.
- f. Enter into NCMMS as a Work Order any deficiency identified by the Contractor during a required inspection; evidence of correcting such deficiency, unless funding is not available, shall be provided with the subsequent Contractor's Monthly Progress Report after correction action is completed.
- g. Provide all tools, supplies and equipment necessary to inspect test, and maintain the fire protection and life safety equipment and systems in accordance with applicable NFPA codes or standards.

#### **C.5.9.2 Fire Alarm System Services and Emergency Communication Systems**

**[[[Note to Spec Writer: Remove if there is no fire alarm system or emergency communication systems. If this subsection is covered under another PWS, identify ownership and responsibility of system.]]]**

The Contractor shall ensure compliance with NFPA 72, National Fire Alarm and Signaling Code, in the performance, inspection, testing, acceptance, and preventive maintenance or repair of fire alarm and notification systems, equipment and components of said systems and all other ancillary devices that operate related equipment. The Contractor shall maintain Remote Supervising Station monitoring service equipment, all fire alarm transmitters and related equipment.

**[[[Note to Spec Writer. Were FPS or a third-party contractor is not monitoring the fire alarm system, please insert this language: The Contractor shall provide and maintain Remote Supervising Station equipment and monitoring services evaluated by Underwriters Laboratories (UL) to UL Standard 827, Central Station Alarm Services (UUFX Category Code) to monitor all fire alarm transmitters and related equipment.]]]**

Fire alarm system or emergency communications system inspection, testing, maintenance, and repair shall be performed during normal working hours when it does not interfere with building or tenant operations. Testing that activates notification devices, initiates elevator recall or activates HVAC shutdown shall always be tested after hours. When such inspection, testing, maintenance, or repair is expected to interfere with building or tenant operations, it shall be performed after normal working hours without additional costs to the Government. The Contractor shall schedule with the GSA Facility Manager and the CO or designee all testing and non-emergency shutdowns of such systems and assure that back-up protection is provided by the Contractor (i.e., arrangement of additional personnel stationed in the areas affected and at the fire alarm system control unit or emergency communications control unit) any time such system is temporarily out of service.

When impairments to the systems occur or when impairments are identified during inspection, testing or maintenance activities, the Contractor shall inform the GSA Facility Manager and the CO or designee immediately. The Contractor shall follow the impairment procedures outlined in NFPA 72 and provide a fire watch in areas left unprotected. The fire watch shall remain in place until the systems are completely restored during the performance of routine service and testing procedures. If fire watches are required, the labor costs of fire watches as part of the repair costs are reimbursable less the reimbursable repair threshold.

When unwanted fire alarm system activations occur, without additional expense to the Government, the Contractor shall be liable for all local fees associated with unwanted fire alarm system activations that are caused by the Contractor and require local jurisdiction fire department response to the building.

The Contractor will report unwanted fire alarms to the CO or designee at the close of each business day and provide the follow information: the approximate time, date and location of the system activation, a brief description of the fire alarm system activation, including initial device activation, location of initial device, a brief reason for why the fire alarm system activated (if known), how the fire department was notified and what time they arrived on scene, an approximate count of how many building occupants evacuated the building and for how long in minutes.

#### **C.5.9.3 Water-Based Fire Protection Systems**

**[[[Note to Spec Writer: Remove if there is no water-based fire suppression system or if this subsection is covered under another PWS.]]]**

The Contractor shall ensure compliance with NFPA 25 in the inspection, testing and maintenance and repair of water-based fire protection systems, and in the performance; inspection, testing, preventive maintenance and repair of all devices that are components of water-based fire suppression systems.

Water-based fire protection system inspection, testing, preventive maintenance, and repair shall be performed during Normal Working Hours when it does not interfere with building operations. When such inspection, testing, preventive maintenance, or repair is expected to interfere with building operations; it shall be performed after normal working hours without additional costs to the Government. The Contractor shall schedule with the Facility Manager and the CO or designee all non-emergency shutdowns of the water-based fire protection system and back-up protection shall be provided by the Contractor any time the water-based fire protection system is expected to be out of service for more than 10 hours. When a water-based fire protection system is returned to service, it shall be verified that the system is working properly in accordance with the component action requirements in NFPA 25.

When impairments to the system occur or when impairments are identified during inspection, testing, or preventive maintenance activities, the Contractor shall inform the GSA Facility Manager and the CO or designee immediately. The Contractor shall follow the impairment procedures outlined in NFPA 25 and provide a fire watch in areas left unprotected or if the system is out of service for more than 10 hours in a 24-hour period. The fire watch shall remain in place until the

water-based fire protection system is completely restored to service. Note: Temporarily shutting down a system as part of performing the routine inspection, testing, preventive maintenance or repair on that system while under constant attendance by qualified personnel and where the system can be restored to service shall not be considered impairment.

#### **C.5.9.4 Fire-rated Door Assemblies**

**[[[Note to Spec Writer: Remove if there are no fire-rated door assemblies or if this subsection is covered under another PWS.]]]**

The Contractor shall ensure compliance with NFPA 80, Standard for Fire Doors and Other Opening Protectives, in the inspection, testing, preventive maintenance and repairs of all fire-rated door assemblies. Please note that the inspection of fire-rated door assemblies shall also meet the requirements in NFPA 101, Life Safety Code.

#### **C.5.9.5 Fire Damper and Combination Fire/Smoke Dampers**

**[[[Note to Spec Writer: Remove if there are no fire damper and combination fire/smoke dampers or if this subsection is covered under another PWS.]]]**

The Contractor shall ensure compliance with the NFPA 80, Standard for Fire Doors and Other Opening Protectives, in the inspection, testing, maintenance and repair of all fire dampers, radiation dampers, and combination fire/smoke dampers. Please note that maintenance of combination fire/smoke dampers shall also meet the requirements contained in NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives.

#### **C.5.9.6 Smoke Doors Assemblies**

**[[[Note to Spec Writer: Remove if there are no smoke door assemblies or if this subsection is covered under another PWS.]]]**

The Contractor shall ensure compliance with the NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives, in the inspection, testing, preventive maintenance and repair of all smoke door assemblies.

#### **C.5.9.7 Smoke Dampers**

**[[[Note to Spec Writer: Remove if there are no smoke dampers or if this section is covered under another PWS.]]]**

The Contractor shall ensure compliance with NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives, in the inspection, testing, preventive maintenance and repairs of all smoke dampers.

#### **C.5.9.8 Portable Fire Extinguishers**

**[[[Note to Spec Writer: Remove if there are no portable fire extinguishers or if this subsection is covered under another PWS.]]]**

The Contractor shall ensure compliance with NFPA 10, Standard for Portable Fire Extinguishers; in the inspection, testing, preventive maintenance and repairs of all portable fire extinguishers.

#### **C.5.9.9 Non-Water-Based Fire Extinguishing Systems**

**[[[Note to Spec Writer: Remove if there are no non-water-based fire extinguisher systems or if this subsection is covered under another PWS.]]]**

The Contractor shall ensure compliance with the following specified codes in the inspection, testing, preventive maintenance and repairs of the following types of non-water-based fire extinguishing systems:

- a. Carbon dioxide extinguishing systems, NFPA 12, Standard on Carbon Dioxide Extinguishing Systems.
- b. Halogenated extinguishing systems, NFPA 12A, Standard on Halon 1301 Fire Extinguishing Systems.
- c. Dry chemical extinguishing systems, NFPA 17, Standard for Dry Chemical Extinguishing Systems.
- d. Wet chemical extinguishing systems, NFPA 17A, Standard for Wet Chemical Extinguishing Systems.
- e. Fire extinguishing systems, NFPA 96, Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations.
- f. Clean agent fire extinguishing systems, NFPA 2001, Standard for Clean Agent Fire Extinguishing Systems.

#### **C.5.9.10 Smoke Control Systems**

**[[[Note to Spec Writer: Remove if there are no smoke control systems or if this subsection is covered under another PWS.]]]**

The Contractor shall ensure compliance with NFPA 92, Standard for Smoke Control Systems, in the inspection, testing, preventive maintenance and repairs of smoke control systems.

#### **C.5.9.11 Emergency and Standby Power Systems**

**[[[Note to Spec Writer: Remove if there are no emergency and standby power systems or if this subsection is covered under another PWS. Identify if outside load bank is required to perform testing.]]]**

The Contractor shall ensure compliance with the following specified codes in the inspection, testing, preventive maintenance, repairs and exercising of equipment per the manufacturer's recommendations for the following types of emergency and standby power systems:

- a. Emergency power supply systems, NFPA 110, Standard for Emergency and Standby Power Systems.
- b. Stored electrical energy emergency and standby power systems, NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems.

#### **C.5.9.12 Emergency Lighting Systems and Exit Signage**

**[[[Note to Spec Writer: Remove if there is no emergency lighting and exit signage or if this subsection is covered under another PWS.]]]**

The Contractor shall ensure compliance with NFPA 101, Life Safety Code, in the inspection, testing, preventive maintenance and repair for purchasing systems and signage to bring the building up to code of emergency lighting systems, emergency lighting equipment, and exit egress marking systems.

#### **C.5.9.13 Fire Resistance Rated Construction**

The Contractor shall ensure compliance with the International Fire Code and NFPA 221 in the inspection, preventive maintenance, repair or installation of new systems and assemblies used for structural fire resistance, fire resistance rated-construction separation of adjacent spaces and construction installed to resist the passage of smoke to safeguard against the spread of fire and smoke within a building and the spread of fire to or from buildings. All materials and fire-stop systems provided or maintained under this Contract shall comply with these codes.

Materials and fire-stop systems used to protect membrane and through penetrations along with joints and voids in fire resistance-rated construction and construction installed to resist the passage of smoke shall be maintained. The materials and fire-stop systems shall be securely attached to or bonded to the construction being penetrated with no openings visible through or into the cavity of the construction. Where the system design number is known, the system shall be inspected to the listing criteria and manufacturer's installation instructions.

The Contractor shall notify the Facility Manager and the CO or designee of areas in the building that firestop systems are lacking or compromised.

#### **C.5.9.14 Lightning Protection Systems**

[[[Note to Spec Writer: Remove if there are lightning protection systems or if this subsection is covered under another PWS.]]]

The Contractor shall ensure compliance with the inspection, testing, maintenance and repair of lightning protection systems in accordance with NFPA 780 - Standard for the Installation of Lightning Protection Systems.

#### **C.5.9.15 Chemical Sensors**

[[[Note to Spec Writer: Remove if there is no chemical sensor equipment or if this subsection is covered under another PWS.]]]

The Contractor shall be responsible for the testing, maintenance and repair of chemical sensor equipment as required by the manufacturer's recommendations. Those tests shall be conducted by a certified manufacturer's representative. HVAC unit shutdowns and damper shutdowns required as a result of a trip of the chemical sensor system shall be inspected and documented. All documentation of the testing including the chemical sensor, HVAC shutdown, and proper damper operation shall be documented in NCMMS within 48 hours of test conclusion.

## **C.5.10 TOURS**

### **C.5.10.1 General**

The Contractor shall tour major building systems, equipment, tanks and anything requiring tours mandated by any acts, codes or regulations as contained in this PWS or any state or local requirements. To accomplish this objective the Contractor shall develop a Tour Plan and submit it to the CO or designee for approval, no later than end of Startup or transition phase. With the advent of technology and innovation a “tour” is no longer exclusive to the physical walks. A tour shall be a part, or a combination of physical visits and automated systems. Tours are an opportunity to view equipment in different phases of operation, make adjustments, validate controls, verify set points, check efficiency, physical condition of mechanical space, and overall safety. It is not the intention of the Government to overly prescribe tour frequencies or methodologies; instead, the Contractor is expected to develop tours at frequencies and using methodologies that are of value to operations, inclusive of analytical decision making intended to optimize operations based on real time performance data.

### **C.5.10.2 Proactive Facility Tours**

The Contractor shall conduct periodic tours of the building to identify proactively and remedy any issues pertaining to lighting, bathroom fixtures, and other tenant environmental comfort concerns. The tours shall seek to work in conjunction with the Contractor’s energy conservation efforts, proactive Work Orders, and equipment condition assessments. All findings noted during the tour shall be tracked and a Work Order shall be initiated for corrective action by the Contractor.

### **C.5.10.3 Minimum Tour Frequencies**

- a) Daily: Major HVAC equipment (when in operation), including boilers, chillers, cooling towers, pneumatic control air compressors, air handler rooms, main switchgear and primary electrical equipment rooms, fire alarm system and control panels (fire alarm system control panels shall not have any unwanted trouble conditions), steam system and reducing and regulating stations, and special HVAC and uninterruptible power systems for critical functions.
- b) Weekly: Distributed HVAC equipment including package units and external condensers, pumps, motors, sewage ejectors, fire pumps, condensate drip pans and generators. Incorporate moisture control tours to prevent building damage, minimize mold contamination, illuminate leaks, and reduce health risks related to moisture.
- c) Twice per Month: Battery systems.
- d) Monthly: Transformers, secondary electrical rooms, switchgear, and primary electrical equipment rooms.

### **C.5.10.4 Monitoring of Central Plant Equipment**

**[[[Note to Spec Writer: Modify this to reflect conditions or concerns at the building – such as condition of plant equipment, history of stability, instability.]]]**

Where central plant equipment (chillers over \_\_\_\_\_ tons **[[[Insert tonnage]]]** capacity, boilers over \_\_\_\_\_pounds per square inch (psi) **[[[Insert psi rating]]]** is not (1) controlled by a programmed Sequence of Operations in a BAS, (2) or capable of daily tracking and trending of

the operations in the plant or (3) centrally alarmed with alarm paging and operational watch procedures, in addition to tour requirements specified elsewhere in this PWS, the Contractor shall ensure the following is performed:

- a. Monitor the starting, stopping and loading of equipment.
- b. Check all operating equipment in the watch area every two hours.
- c. Record operating data in appropriate logs or records every two hours.
- d. Make adjustments at the central control panel in response to changing operating conditions.

#### **C.5.10.5 Operating Logs and Tour Check Sheets**

Contractor shall maintain Operating Logs and Tour Sheets as part of the data for major equipment. Documentation shall be completed at the time of tours. Information recorded in the logs shall be sufficient to track the operating hours and performance history of the equipment. Records shall be kept of tours and action items needed based upon tour discovery. As such, Operating Logs and Tour Sheets shall be a part of the Tour Plan and a Tour Sheet shall be established for any space identified as requiring a tour. The Contractor shall upon request make the operating logs and tour sheets available for inspection by the CO or designee.

A Tour Sheet shall contain at a minimum:

- a. General space condition and annotate any discrepancies.
- b. Identify broken/inoperable equipment and capture Work Order status.
- c. Accurately reflect equipment inspected during tour.
- d. Capture operating data of identified equipment.
- e. Status in regard to operational parameters.

Contractor shall evaluate discrepancies in Operating Logs and Tour Sheets and the operational performance shall be investigated and repaired when necessary. All work performed on equipment as a result of a tour inspection shall have a Work Order generated in the NCMMS.

The O&M Contractor shall submit to the CO, or designee, a proposed Operating Logs and Tour Sheets for approval prior to implementing the Tour Plan.

#### **C.5.10.6 Reporting**

Problems or conditions that shall potentially affect the efficient operation of the building or create a negative impact on the tenant **[[[ESPC/ UESC Bldgs. add this]] ]**; or jeopardize ESPC/ UESC savings shall be immediately reported to the CO or designee.

#### **C.5.11 Repairs**

##### **C.5.11.1 General**

A “repair” is an act of restoring inoperable, dysfunctional or deteriorated equipment, systems, or material to a fully functional, non-deteriorated state. Repairs involve some combination of labor and repair or replacement of the equipment, parts, components or materials.

**[[[Note to Spec Writer: Insert Shared Liability dollar amounts.]]]**

The Contractor shall perform reimbursable and non-reimbursable repairs as defined in subsection 5.11 of the PWS. Repairs are handled on a shared liability basis. This contract has a shared liability amount threshold which means the Contractor is responsible for the first (\$\_\_\_\_\_) of the repair costs. The intent of this Contract is to ensure that most repairs are accomplished by Contractor personnel. However, the Government recognizes that occasionally there are certain specialized repairs that require specialized skills outside the skill sets of the Contractor personnel. If the Contractor identifies a repair that it believes is of such a specialized nature that a specialized subcontractor is required to complete the repair properly, the Contractor shall provide written justification in advance, to the CO or designee, for approval of the need to use a subcontractor. If approved, the cost of the subcontractor's labor and material shall be treated as a repair part for the purposes of calculating the repair cost. Shared liability shall not apply when repairs are required as a result of Contractor (or subcontractor) negligence. In such instances, the Contractor shall be responsible for all costs associated with the repair.

Any replacement parts used during the course of this Contract shall be of comparable or higher quality and efficiency. The CO or designee shall require replacement of components with components from the same manufacturer to maintain consistency throughout the building. Materials and parts that are visible to building occupants shall be to building standard and maintain the same appearance as similar materials and parts in the occupied space. Components of control systems shall be replaced so as to maintain the tie-in to the control system with no degradation of data throughput, memory, point capacity, data acquisition, or programmability. Motors shall be replaced with premium efficiency motors as defined by the NEMA MG-1 standard or in compliance with Local utility guide demand-side management rebate guidelines. Old transformers shall be replaced with NEMA-rated class one efficiency transformers in accordance with the NEMA TP-1 standard. Replacement of variable frequency drives shall be done in accordance with recommendations found in NEMA, Application Guide for AC Adjustable Speed Drive Systems. Energy Star-rated equipment shall be installed where available and when there is no engineering or operational reason not to select an Energy Star product. Energy-consuming items shall be the most efficient in their class. GSA Proving Ground identified technologies with deployment potential for GSA shall be used when applicable.

The Contractor shall stock commonly used items and stay in good standing with a network of suppliers that shall deliver ordered items without any delay. Repairs delayed due to supply houses refusing to do business with the Contractor for any reason, is not an excuse to delay the repair. Any equipment components/systems that can no longer be repaired shall be replaced. These replacements shall be considered a repair and the shared liability amount threshold shall apply.

### **C.5.11.2 Operations**

#### **C.5.11.2.1 Non-Reimbursable Repair**

**[[[Note to Spec Writer: Insert Dollar amounts and time frame.]]]**

A non-reimbursable repair is a repair or replacement requiring no more than (\$\_\_\_\_\_) in cost for repair parts and materials only (including any approved subcontracting costs). The cost of consumable parts and materials shall not be calculated as part of the Contractor's repair parts

and material costs. Non-reimbursable repairs are entirely the Contractor's responsibility with no reimbursement from the Government.

Non-reimbursable repairs shall be completed within (      ) hours (continuous time, includes after hours and weekends) from identification of the problem unless an extension is approved by the CO or designee. The Work Order shall be put into a status field in NCMMS to indicate the nature of any delay, with appropriate remarks.

#### **C.5.11.2.2 Partially Reimbursable Repairs**

Partially Reimbursable Repairs shall be identified as single incident, not an accumulation of various repairs (bundling). If a repair exceeds the threshold and has been approved and verified by the CO or designee, it becomes a reimbursable repair. A partially reimbursable repair is reimbursable to the Contractor for the portion (shared liability) of the cost exceeding the repair threshold. The completion date of reimbursable repairs shall be mutually agreed upon by the CO or designee and the Contractor. The CO or designee shall determine if the repair can be made during Normal Working Hours. If the Contractor uses in-house labor resources during Contractor employees' Normal Work Hours, to perform the repair, no labor shall be charged. If the work is being performed outside these hours the labor rate shall be the overtime rate established in the Contract. Use of in-house Contractor employees for overtime work shall be approved in advance, by the CO with proper authority. If the work is subcontracted, due to the need of a specialty skill as approved by the COR, the cost proposal shall include subcontractor's labor hours, hourly rate, and parts and materials listing with associated costs, and overhead and profit costs. The Contractor shall only apply overhead and profit after the Contractor's shared liability has been subtracted.

**[[[Note to Spec Writer: The region may consider a lower threshold limit as a best practice to negotiate a lower Contract cost. In this example, assume the non-reimbursable repair threshold is \$500.00.]]]**

Example:

A repair is identified and estimated by the Contractor to cost \$1,200.00 for repair parts and materials only. The CO or designee shall verify and approve both the need for the repair and the \$1,200.00 estimated cost of repair parts and materials. In this example, the Contractor shall pay the first \$500.00 of the repair and GSA shall pay the remaining \$700.00.

- a. Total estimated approved cost for repair parts and materials to complete repair  
\$1,200.00
- b. Contractor's shared liability amount to be subtracted (same amount as the non-reimbursable threshold)  
-\$ 500.00
- c. Total to be paid by GSA to the Contractor for the repair  
\$700.00

The required completion date for reimbursable repairs shall be established when the CO or designee approves the work in writing, as mutually agreed upon by the CO or designee and the Contractor. The Contractor shall attempt to complete work as promptly as feasible. Immediately

upon identification of a reimbursable repair, the Contractor shall create a Work Order in the NCMMS and defer it by putting it in a “hold” status until required approval is obtained from the appropriate CO or designee.

#### **C.5.11.2.3 Fully Reimbursable Repairs**

Repairs that are caused by third party vandalism, misuse/abuse by third parties, or acts of God (e.g., hurricanes, tornadoes, earthquakes, hail, or floods), including natural disasters where the Contractor took all reasonable precautions and exercised due diligence, are fully reimbursable. The Contractor shall be reimbursed under the Additional Services provisions described in this PWS or at the Government’s sole discretion; the Government shall have the work performed by other means. When new equipment/systems are installed, the Contractor shall be responsible for entering and maintaining warranty information/data/records.

#### **C.5.11.3 Warranties**

The Contractor shall contact installers or manufacturers, as appropriate, for work that is covered under a warranty and maintain records of warranty service. The Contractor shall avoid actions that would invalidate a warranty, unless authorized by the CO or designee. If an installer or manufacturer fails to comply with the terms of a warranty, the Contractor shall immediately notify the CO or designee.

#### **C.5.11.4 Third-Party Contractors**

The Government reserves the right to order repairs from a third-party contractor. If the repair is a reimbursable repair, the Government shall inform the Contractor of the outside source’s price, and deduct \$\_\_\_\_\_ **[[[Insert threshold. Note: This shall be the same figure used to define the threshold for non-reimbursable repairs in subsection 5.11.2.1]]]**, or the third party contractor’s price, whichever is less, from the Contractor’s payments. Contractor shall ensure current-in-force warranty information is maintained in NCMMS and checked prior to maintenance on affected equipment.

### **C.5.12 Work Orders**

#### **C.5.12.1 General**

The Contractor shall manage all Work Orders for each building and serve as the responsible main point of contact for all work **[[[Note to Spec Writer. If the POC is different, change.]]]** The intent of the management of Work Orders is to maintain a safe, healthy and functioning environment for all occupants and to preserve the asset value of the building(s) in the scope of the Contract. The Contractor’s performance in management of the work scope shall be assessed by tracking the completion record, requirements performance, tenant satisfaction, and the overall accountability and organization of the work. Nationally, the Government shall use the data collected by the Contractor to characterize and develop reports using building asset data and to study trends pertaining to O&M activities. Utilization of NCMMS including Work Order volume, completeness, timely entry, and timely closure as recorded in NCMMS is part of GSA’s national performance measures, and part of quality assurance plans. The Contractor shall update Work Order data within one business day or less of work order receipt, acceptance, start of work, and work completion.

### C.5.12.2 Operations

GSA uses a NCMMS to manage the work of the Contractor. It is used to manage all work, scheduled and unscheduled maintenance and repairs, any building environment-related tenant complaints, associated documentation and any miscellaneous work required for all buildings. The Contractor shall operate a Work Request/Work Order management system and administrative support functions during Normal Working Hours and act as a central point of contact for the Government and building occupants. The administrative support can be off site. Management activities include accepting Work Orders from a Service Call Center **[[[delete if not applicable]]]**, generating Work Orders and as the need arises and tracking and maintaining Work Order data records. This includes Work Orders for work not under the scope of this Contract (*i.e.*, performing a central Work Order desk function for the facility, regardless of who is responsible for responding to the Work Order) and janitorial, pest control, elevator and landscaping service calls, when requested.

The Contractor shall enter all minimally required data into the NCMMS, including all Work Orders and resultant Work Orders, Work Order description, problem cause, and remedy, timestamps, work start, and completion, as well as time to complete any necessary action and log entries. The Contractor shall update Work Orders in NCMMS timely, preferably within one hour of change in status, and in all cases in same day as the work status changed (*e.g.*, reported, assigned, started, or completed).

Primary duties of the Contractor to manage the majority of the work are:

- a) Attend required training on the use and maintenance of the Work Order management tools provided by the Government and to increase proficiency in the tools.
- b) Operate as a central point of contact for the Government and building occupants to take all Work Orders, and track and maintain Work Order records in the NCMMS. Including communicating any work requests not under the scope of this Contract that are received through regular channels. Work not under this scope shall be entered and tracked in the NCMMS for proper disposition as directed by GSA.
- c) For tenant Work Requests, Contractor shall also record tenant contact information, tenant agency and email address of tenant requesting work.  
**[[[Note to Spec Writer, you shall need to describe in the above subparagraph the direction you wish to give the O&M on NCMMS Administrative duties, e.g., entering, closing out service calls and dispatching.]]]**
- d) Uses NCMMS for mobile work management practices to the greatest extent practicable. This includes using the NCMMS mobile application for management and input of Work Orders, and documentation of time to complete Work Orders in real-time, when possible.  
**[[[Note to Spec Writer: Remove if not applicable.]]]**
- e) Document in NCMMS Work Orders for all work performed, including routine Work Orders, urgent Work Orders, emergency Work Orders and emergency call back Work Orders.
- f) Generate reports using the NCMMS for the CO or designee as requested and in a format and media as requested.

#### **C.5.12.2.1 Emergency Work Order**

The Contractor shall respond to an emergency Work Order immediately during Normal Working Hours. The Contractor shall remain on the job until the emergency situation has been secured and adequate temporary repairs have been made. Permanent repair shall be governed by the repairs provisions in this PWS. Emergency Work Orders and callback responses are service requests where the work consists of correcting failures that constitute an immediate danger to personnel or property, including broken water pipes, stalled elevators with trapped passengers, electrical power outages, electrical problems that shall cause fire or shock, gas or oil leaks, major air conditioning or heating problems, or any work considered by the CO or designee to be of an emergency nature.

#### **C.5.12.2.2 Emergency Call Back (Beyond Core Coverage Hours)**

On occasion, services shall be required to support an activation or exercise of contingency plans or emergency call back outside the Normal Working Hours described. Emergency call back requests are service requests where the work consists of correcting failures that constitute an immediate danger to personnel or property, or any work considered by the CO or designee to be of an emergency nature. The Contractor shall respond to emergency call back service request immediately (within the shortest possible time consistent with the mechanic's location). The Contractor shall remain on the job until the emergency situation has been secured and adequate temporary repairs have been made. Permanent repair shall be governed by the repair provisions in this PWS. The Contractor shall provide a written account of any emergency call back; including costs incurred and plan for permanent correction of the problem, to the CO or designee no later than the morning of the next business day. If the emergency call back is expected to take more than two hours to resolve, the Contractor must get approval from the CO or designee.

#### **C.5.12.2.3 Urgent Work Order Response**

The Contractor shall respond to urgent Work Orders within \_\_ minutes **[[[Recommended time is one hour.]]]** during normal working hours. The Contractor shall remain on the job until the urgent repairs have been made. Permanent repair shall be governed by the repair provisions in this PWS. Urgent Work Orders are those Work Orders where the work consists of correcting failures that interrupt or otherwise adversely impact either GSA operations or building occupant operations. Examples of these types of service requests include, inoperative electrical circuits, extreme temperature complaints, inoperative lighting above a workstation, flush valve stuck open, any malfunctions to equipment that affect the tenant's operations, or any work considered by the COR to be of an urgent nature.

#### **C.5.12.2.4 Routine Work Order Response**

The Contractor shall respond promptly to Routine Work Orders (i.e., plumbing and lighting issues) and complete the required work within \_\_\_\_\_hours **[[[Insert timeframe]]]** of notification. The Contractor shall immediately notify the CO or designee with a written extension request when the routine service call cannot be completed within the specified timeframe. Routine Work Orders are those Work Orders that do not interrupt or otherwise adversely impact GSA operations or building occupant operations.

### **C.5.12.3 Data Maintenance**

The Contractor shall keep all records and databases current and able to be accessed by the Government. The Contractor is responsible for the accuracy of data in the NCMMS and for entering all data requested for each activity tracked by the NCMMS. Any data that is found to be in error shall be brought to the attention of the Facility Manager and the COR to be noted and discussed to determine the proper resolution. The Contractor shall:

- Update the NCMMS database frequently, including all certifications, inspections records and third-party reports.
- Ensure updates of the equipment list and identified equipment deficiencies as needed throughout the duration of the Contract.
- Ensure all Work Orders include labor hours, costs and closeout notes.
- Check on the status of in progress Work Orders and report to the Government any barriers that can potentially impact successful and timely completion.
- Generate reports for the Monthly Report at the request of the CO, the COR or designee.

### **C.5.12.4 Reporting**

All Work Orders shall document and capture minimally required information, including: Work Order description, resolution information, timestamps, work notes, and other completion information, in accordance with provided training, guidance and standard operating procedures. Monthly reporting of the Work Order status shall include data on all types of maintenance, repairs, service calls (*i.e.*, emergency, urgent, overdue, and tenant complaints), and accounting of deferred, completed, and active Work Orders with estimated completion dates by type of work (*i.e.*, reimbursable, repair, and Work Orders) resulting from testing and inspections, and any equipment out of service.

All additional information requests made by the Government shall be responded to within one business day. All such requests shall be communicated to the Contractor with a detailed explanation of the information that is requested.

## **C.5.13 Additional Services Indefinite Quantity Provisions**

### **C.5.13.1 General**

The CO shall order Additional Services at their discretion. Additional Services shall include any services related to operations, maintenance and repairs, construction, systems upgrades, system operation, or tenant services facilities within the scope of the Contract but, not covered within Basic Services (*i.e.*, not already a requirement of the Contract). **[[[An example of this is when modification to the Contract is in order when new equipment shall either raises or lowers the level of effort required by the Contractor.]]]**

### **C.5.13.2 Price Proposal for Additional Services Work Request**

The Government shall issue the Contractor an Additional Services Work Request (ASWR) for additional work within the general scope of this Contract. The Contractor shall provide a proposal within two working business days of receipt of the ASWR. The Proposal shall include a brief description of the technical approach to completing the ASWR. The ASWR Proposal shall also

include detailed pricing on a firm-fixed price basis. At a minimum, the price to complete the ASWR shall include parts and materials, labor and subcontracting costs as described below.

#### **C.5.13.2.1 Parts and Materials**

The price for any parts and materials required to complete the ASWR shall include a description of the estimating methodology used by the Contractor to determine the reasonableness of the proposed price, e.g., review of manufacturer catalogs, review of competitive quotes or justification of only one available source for the parts or materials.

#### **C.5.13.2.2 Labor**

The price for labor required to complete the ASWR shall identify the labor categories and rates from the price schedule in this Contract. This includes the labor categories and rates for any subcontracts awarded under this Contract. Proposed and actual costs shall be recorded.

#### **C.5.13.3 Additional (Non-Pricing Schedule) Subcontracts**

The Contractor shall identify the price of any new, additional subcontractor labor necessary to complete the ASWR and the Contractor's methodology to determine that the level of effort and price of labor is reasonable, e.g., competitive quotes for the work, justification of only one source, and any other additional information to assist the Government in determining the reasonableness of the proposed subcontract(s). The Contractor shall compete subcontractor opportunities for the work to the maximum extent practicable.

#### **C.5.13.4 Indirect Costs (Markup)**

The Contractor shall include the material handling cost (*i.e.*, indirect cost, rate or burden) for any materials, parts, or subcontractor costs proposed to complete the ASWR as stated on the price schedule. If no indirect costs (markup) are included in the price schedule, the Contractor shall provide the basis for the indirect cost. When performing work that requires use of subcontractors (provide two or more quotes) and charging subcontractor management fee and/or parts and material handling fee or both, the Contractor shall provide the Government with documentation of vendor proposal(s). If two or more quotes are not obtained, the Contractor will provide justification.

#### **C.5.13.5 Proposal Review**

The Government shall review the Contractor's ASWR proposal and may request additional information regarding the technical approach or the price of the prospective ASWR.

#### **C.5.13.6 Additional Services Work Request Ordering and Invoicing**

If the Government is satisfied, in its sole and absolute discretion, with the technical approach and the price of the ASWR, the CO or designee may order the ASWR, in writing, if priced at less than \$2,500. The Contractor shall accept the GSA Purchase Card as a method of payment.

If the ASWR is priced at \$2,500 or greater, the CO may order the ASWR proposed work by a separate requirements Order using GSA Form 300.

#### **C.5.13.7 Cost Documentation**

The Contractor shall provide all paid invoices for any materials, parts, and subcontractor costs

(certified payrolls and a Release of Claims) following the completion of the ASWR requirements Order work. This documentation shall be provided no later than 30 business days after completion of the ASWR requirements Order work. Documentation for GSA Purchase Card work shall be provided at the time payment is processed.

#### **C.5.13.8 Construction Services**

Construction Services valued at less than \$50,000.00 per occurrence shall be added to this Contract through an ASWR. Construction Services are indefinite delivery, indefinite quantity requirements that are related to the basic services provided under this Contract and that the Contractor shall provide at an additional cost to the Government. The cost shall include all labor, supervision, equipment, supplies, and materials necessary to complete the ASWR on a firm fixed price basis. The CO shall execute the requirements Order before the Notice To Proceed will be issued for the Construction Services.

The Construction Services relate to the O&M of the facilities, the equipment detailed in the Contract, i.e., the basic services provided by the Contractor under this Contract, and tenant improvements. Examples of such Construction Services include O&M repairs, systems upgrades, or tenant services within the facilities covered under the basic services of the Contract.

At the request of the CO or designee, submitted as an NCMMS Work Order, the Contractor shall provide a price proposal to accomplish an ASWR within four days of the request. The price proposal shall be completed on the Construction Services Form (see Exhibit 3). The Contractor shall provide a detailed basis of estimate for the total firm fixed price (cost and fee) for performing the Construction Services. **[[[Note to Spec Writer: If you are using Unit Price Agreements, insert the following sentence, otherwise delete it.]]]** If this Contract includes a Unit Price Agreement, the Contractor shall propose the Unit Price for Construction Services. If this Contract includes an Overhead and Profit (markup), the Contractor shall include the Overhead and Profit (markup) in its basis of estimate.

Construction Services valued at greater than \$2,000.00 are subject to the Wage Rate Requirements in accordance with FAR subpart 22.4 and other specific regulatory supplements. Applicable regulatory requirements shall be identified by the CO and included in the ASWR.

Contractor shall update NCMMS to match any changes resulting from Construction Services.

#### **C.5.14 Building Management and Support Services**

##### **C.5.14.1 General**

Projects for the major repair, replacement or enhancement of the facilities covered under the scope of this Contract are often initiated from the GSA regional offices and awarded to private sector Contractors. Generally, these projects are lengthy and complicated in nature, affecting several major building systems during the course of construction. To deliver successful project results and minimize impact on building tenants and daily operations, high levels of coordination and inspection are necessary.

To assist GSA in these efforts, and when requested by the COR or designee through a NCMMS Work Order, the Contractor shall provide reasonable and competent assistance during Normal Working Hours to GSA personnel or other GSA contractors, at no cost to GSA, on performing energy studies, commissioning services, engineering studies, building condition evaluations, project designs within the building, and equipment or system surveys. Such assistance shall include escorting investigatory personnel through spaces in the building in accordance with building security requirements, explaining the operation and condition of equipment and systems to investigatory personnel and providing access to trend data, maintenance records, reference library materials, and other pertinent building technical data to investigatory personnel. **[[[ In facilities with ESPC/UESCs add the following sentence]]]**; The contractor will assist and perform ESPC/ UESC measurement and verification and/or performance assurance activities. The COR or designee shall inform the Contractor as far in advance as possible of the actual date and time these services are needed. Any impact on regular scheduled work shall be identified with the COR and approved in advance for deferment.

#### **C.5.14.2 Miscellaneous Work**

Numerous small projects/requirements are generated monthly by GSA and GSA occupancy agencies housed in the buildings covered under the scope of this Contract. Accomplishing these requirements generally requires skilled and experienced general labor, common supplies, and small hand and power tools of the building trades. As part of the monthly price for preventive/predictive maintenance services, the Contractor shall provide a total of \_\_\_\_ hours and up to \$ \_\_\_\_ of parts and supplies per calendar month (hours and dollar amounts are not cumulative to succeeding months) when requested by the COR through a NCMMS Work Order to accomplish discretionary work in the buildings covered by this Contract. The Contractor shall furnish the labor, tools and consumable materials, as necessary, to perform the work. The Contractor shall implement a plan for accurately recording hours of labor and costs of parts and supplies expended. At a minimum, all costs, including labor hours, materials shall be recorded and delivered by the Contractor in the monthly report.

**[[[Note to Spec Writer you must determine the number of hours and dollar value of parts to insert.]]]**

#### **C.5.14.3 Review of Design Documents**

Utilizing the most qualified onsite personnel familiar with the operations of the facilities covered under the scope of this Contract, the Contractor shall review design and construction project documents in accordance with instructions and timeframes provided by the CO or designee. The purpose of this review is to allow the Contractor to comment on any negative impact the proposed project may have on its ability to operate efficiently the building equipment or systems. This section does not require work from either an architect and/or an engineer under FAR subpart 36.6

**[[[Note to Spec Writer: recommend including hours.]]]**

##### **C.5.14.3.1 Reporting**

The Contractor shall provide input or propose ideas that can improve the operations.

#### **C.5.14.4 Inspections Assistance for Space Build Outs**

When tenant improvement or space alteration work is completed in the building, the CO or designee shall request that the Contractor inspect the area to verify that the spaces have: appropriately zoned air supply and return ductwork and diffusers and appropriately zoned lighting circuits, all zone HVAC/lighting controls have been adjusted appropriately, and the labeling of breakers in electrical panels and outlet cover circuit designations are complete.

#### **C.5.14.5 Flag Procedures**

**[[[Note to Spec Writer: Remove if this function is performed by another contractor. Regions need to determine after hour costs and include reimbursable language.]]]**

The Contractor shall raise, lower and place at half-staff the United States Flag, agency pennants, and other flags (e.g., POW flag) provided by GSA. This service shall be provided when directed by the CO or designee.

#### **C.5.14.6 Overtime Utilities**

The Contractor shall at the direction of the COR through NCMMS Work Order, provide OTU to tenant agencies. The Contractor shall program Energy Management System (EMS) electronically or by hand turn on necessary equipment to provide OTU. OTU are funded by agencies and are considered above standard services. The Contractor does not have to be physically present, but shall ensure that the utilities are scheduled for these hours and are provided for per the OTU request. OTU hours shall be included in the Monthly Report. The Contractor shall track the OTU and have information available at building management request.

### **C.5.15 Monthly Progress Report**

#### **C.5.15.1 General**

The Contractor shall use the GSA-developed reports of monthly progress or other submittal requirements (e.g., quality control, asset inventory), using NCMMS data, to describe the status of maintenance and operations as of the last day of the performance month. The Contractor shall provide reports to the CO or designee as requested and in a format and media as requested with a preference for electronic submittal. The Monthly Progress Report shall be submitted to the CO or designee by the **[[[Regions decide]]] X<sup>th</sup> business day of the subsequent month.** This report shall include the: Work Order status of all types of maintenance, inspections, repairs, service calls (highlight overdue and tenant complaints), including deferred, completed and active (include estimated completion date), by type of work *i.e.*, reimbursable, repair and Work Orders resulting from testing and inspections, and any equipment out of service.

The Monthly Progress Report must also include:

- a. Explanation of any equipment, designed to be controlled by the BAS, operating in manual mode as of the end of the performance month, and of any other overrides to sequences of operations in effect as of the end of the performance month.
- b. Operating schedule changes (manual, programmed or OTU).
- c. Description of any lost time accidents or other safety problems, including incidents involving hazardous materials that occurred during the performance month.

- d. Copies of quality control inspections performed during the month.
- e. Building Management Support Services (utility hours/miscellaneous work) provided during the month.
- f. Monthly water treatment test results.
- g. Recalibration documentation of advanced metering equipment.
- h. When testing is performed, the Contractor shall submit results with the next monthly progress report.
- i. A copy of the updated refrigerant control logs.
- j. The Contractor shall record the fuel (if any) levels monthly and report findings in the Monthly Progress Report.
- k. Review of energy performance trends as of the end of the performance month and description of likely causes of significant changes in energy usage from the same month one year prior. *[[[For ESPC/ UESC bldgs. Add: Report improvements, recommendations, and their results as they affect ESPC/ UESC goals.]]]*
- l. All inspections, test results, and maintenance performed on Fire Protection and Life Safety Equipment and Systems using the inspection, testing and maintenance forms referenced in the applicable NFPA code or standard.
- m. Meter readings.

#### **C.5.16 Reference Library**

*[[[Note to Spec Writer: Use language below or adjust this subsection as applicable to their facility.]]]*

##### **C.5.16.1 General**

The Contractor shall maintain a comprehensive reference library that includes building design or record documents, renovation or equipment retrofit design or record documents, maintenance reference documents, applicable NFPA codes and standards, fire protection system as-built drawings, fire protection system operations and maintenance manuals with copies of approved submittals, fire protection system parts list, fire protection system zoning scheme, fire protection system sequence of operation matrix, HVAC Operations Manual (if one has been developed), building operating plan, energy and other building technical studies, hazardous materials surveys, and other documents necessary to document the design, function, and condition of the building. The Contractor shall safeguard this information in accordance with the provisions of subsection 1.6.2, Safeguarding and Dissemination of Controlled Unclassified Building Information.

## SECTION 6 MAINTENANCE SPECIFIC REQUIREMENTS

### C.6.0 General

[[[Note to Spec Writer: The CO shall consult with the SME on Contractor's scheduled Preventive Maintenance Plan to confirm this meets GSA's minimal PM requirements. If the Contractor uses the PBS O&M Standards (PM Guides), the Contractor may propose changing the frequency of a preventive maintenance job plan to meet the specific requirements of that particular piece of equipment. Any proposed changes need approval of the CO or designee.]]]

The Contractor shall establish an effective Preventive Maintenance Plan for scheduling and performing scheduled preventive maintenance on all building equipment and systems requiring a preventive maintenance procedure covered under the scope of this Contract. The Contractor shall submit the Preventative Maintenance Plan as part of the Contractor's proposal. This plan will be approved by the CO or designee, the plan is to include the Contractor's approach to maintenance and repair and list of equipment/systems receiving a preventive maintenance procedure as well as the specific maintenance standard or guide describing the preventive maintenance procedure, and frequency. Once approved this Preventive Maintenance Plan must be incorporated into the Building Operating Plan described subsection 5.2.1.f above and Contractor shall update NCMMS within \_\_\_\_ business days **[[[Insert number of business days]]]** to match the Government approved plan. The Contractor shall complete preventive maintenance in the month scheduled. Contractor shall provide accurate and timely tracking of preventive maintenance in NCMMS and minimize preventive maintenance backlog. Preventive maintenance planning, reporting and backlog are used in PBS national performance measures and GSA quality assurance.

### C.6.1 Maintenance Standard

The Contractor shall submit for approval to the CO or designee the preventive or predictive maintenance standards proposed by the Contractor. These standards must be based on a combination of equipment manufacturers' recommendations, the Public Buildings Service O&M Standards, **[[[In ESPC/ UESC Bldgs. add: ESPC/ UESC maintenance requirements]]]**, sensor technology, diagnostic software, the Contractor's experience and other sources. The Contractor must obtain approval from the CO or designee, for each piece of equipment where the manufacturer or designer recommends preventive maintenance. If the Contractor uses the most current version of the preventive maintenance guides then the Contractor assumes responsibility that the preventive maintenance guides are all inclusive of all the required preventive maintenance requirements for equipment and systems covered in this contract. The equipment requiring Contractor's proposed preventive or predictive maintenance standards or guides includes all of the equipment and systems when any of the following equipment characteristics apply:

- a. The equipment normally requires periodic replacement of consumable components.
- b. The equipment normally requires periodic or occasional cleaning.
- c. The equipment has moving parts.
- d. The equipment is prone to failure before overall obsolescence of the system it serves.

- e. The equipment is of a type itemized in the NETA, Maintenance Testing Specifications.
- f. The equipment requires inspection, testing and maintenance in accordance with NFPA codes and standards.
- g. The equipment requires maintenance in accordance with any other provision of this Contract.

The Contractor shall schedule preventive maintenance and begin maintenance on new equipment in the NCMMS, when the extended maintenance service is completed by the installer and the Contractor ensures that all pertinent warranty information and proposed maintenance plans are sufficient to uphold warranty obligations.

## **C.6.2 Boiler Systems**

### **C.6.2.1 General**

Boiler systems are an essential part of GSA's ability to provide the environment needed for its tenants to perform their mission. The Contractor shall operate and maintain the boiler systems to preserve the safety of personnel, the protection of the property, and the comfort of the tenants.

### **C.6.2.2 Operation**

The Contractor shall operate boiler systems according to established operational standards outlined in the current Building Operating Plan. The intent is to operate as efficiently as possible while protecting all assets from freezing conditions. Boiler operations shall be logged daily while in operation. The Contractor shall be familiar with the requirements of the local AQMD and shall ensure operating permits for boilers, and all other emissions producing equipment regulated by the AQMD are up-to-date and have copies available for the CO or designee. Operating readings shall be logged daily and posted during boiler operation. During curtailment operations, all diesel fuel used shall be reimbursable by the Government.

### **C.6.2.3 Boiler Maintenance**

The Contractor may use GSA's preventive maintenance standards to perform maintenance or the manufacturer's recommended maintenance procedures, or any combination as long as the method is submitted to the CO or designee for prior review and approval. All safety devices shall be kept in good operating condition.

### **C.6.2.4 Testing and Inspecting**

The Contractor shall provide boiler inspections, including internal and external (operating) inspections and tests described in part 2 of the National Board Inspection Code (NBIC) 2017 or later versions. The operating or external inspection shall be done during the heating season while the boiler is under load. The internal testing shall be scheduled in the off season. Details on what the Contractor shall do to get the boiler ready for inspection prior to the inspector's arrival shall be determined between the Contractor and the inspection contractor. All unfired pressure vessels that are in excess of 15 gallons and a designed operating pressure of more than 60 psi shall be inspected annually, either during the external or the internal inspection of the boiler. Inspections shall be performed by inspectors certified by the National Board of Boiler and Pressure Vessel Inspectors, who shall be employed by an independent firm specializing in boiler and unfired

pressure vessel inspections. The Contractor shall implement boiler shutdown and summer lay-up procedures to protect the boilers from corrosion during the off-season. A combustion (flue gas) analysis shall be performed annually at the beginning of each heating season on all fossil fueled boilers. This test helps the Contractor adjust the boiler to its optimum efficiency. A report that includes the manufacturer's efficiency rating by design shall be provided to the COR within seven business days of the test that shows the readings before any adjustments are made. A follow-up report shall be provided to the COR within seven days after any adjustments are made to document compliance.

#### **C.6.2.5 Reporting**

Daily logs of the boiler shall be annotated by the Contractor on an approved boiler log and kept at the boiler. After the third-party inspection of a boiler, the Contractor shall have the inspector complete GSA Form 349 (Inspection Report of Boiler) for each boiler inspected. After the third party inspection of an unfired pressure vessel, the Contractor shall have the inspector complete GSA Form 350 (Inspection Report of Unfired Pressure Vessel) for each vessel inspected. These two forms, the GSA Forms, 349, and 350 shall be kept in a file, while a third form shall be kept on the equipment itself. This third form is GSA Form 1034 (Certificate of Inspection). All inspections and tests shall also be scheduled and annotated in the NCMMS and reported in the monthly report.

### **C.6.3 Air Distribution Equipment**

#### **C.6.3.1 General**

The purpose of air distribution systems is to maintain acceptable indoor air quality for building occupants. These systems are applied in various locations, including industrial spaces, warehouses, kitchens, office space, computer rooms, laboratories, and courtrooms. The scope of operations and maintenance for air distribution systems includes all components as part of the system. This includes all types of air handling equipment owned or managed by GSA, such as packaged units, rooftop units, fan coil units, and direct expansion that are part of the entire building system.

#### **C.6.3.2 Operation**

The Contractor shall operate air distribution systems in accordance with their design and the approved sequence of operations and any other requirements within this Contract. The Contractor shall follow ASHRAE 202-2103 (Commissioning Process for Buildings and Systems) or later versions, if superseded, when operating this type of equipment. The Contractor shall be responsible for making immediate adjustments or corrections that fall within the proposed maintenance plan, generated Work Orders and any other requirements under this Contract. The Contractor shall make recommendations and perform adjustments to controls, adjust BAS settings, correct set points, and restore equipment to automatic operation as approved by the CO or designee. The Contractor shall identify all alarm points with originating point identification information (device ID, point number, description) to manipulate the system to monitor conditions, track and trend operational criteria. The Contractor shall make every reasonable effort to protect all assets regarding air distribution systems and associated equipment listed in this Contract from freezing conditions.

### **C.6.3.3 Maintenance**

The Contractor shall use GSA preventive maintenance standards or the manufacturer's recommended maintenance procedures, or a combination of the two procedures to perform maintenance as long as the method is submitted to the CO or designee for prior review and approval. This as well as all preventive maintenance covered in this contract will be addressed in the Contractor's submitted Preventive Maintenance Plan. The equipment requiring the Contractor's proposed maintenance plan shall include all of the building equipment associated with the air distribution systems up to and including the final discharge of air into occupied spaces. At a minimum, the maintenance plan shall include applying lubricants, cleaning fan housings, fans, coils, dampers, air diffuser/grilles, air handling unit (AHU) sections, and equipment rooms, and replacing consumable parts or components.

### **C.6.3.4 Replacement of Air Filters**

**[[[Note to Spec Writer: Specify MERV rating.]]]**

The Contractor shall use high efficiency air filters when replacing the filters in air handlers and other equipment that use air filtration. The Contractor shall only use air filters with known Minimum Efficiency Reporting Value (MERV), as defined in the ANSI/ASHRAE Standard 52.2 and required in accordance with the most current PBS-P100. The Contractor shall replace air filters with the air filters that have the highest MERV value consistent with the feet per minute of the fan. The Contractor shall maintain minimum ventilation standards in ASHRAE Standard 62.1 with the current revision year. Prior to installation, the COR shall approve the filters to be used. At a minimum for an AHU with pre- and post-filters, the Contractor shall replace the pre-filters quarterly or as deemed necessary by the Magnehelic gauges or BAS-connected monitoring devices, and the post filters annually or as deemed necessary by the Magnehelic gauges. The rooftop unit, variable air volume, power Induction unit), fan coil, computer room, or any other air distribution filters shall be changed as required by the Preventive Maintenance Plan, but at least annually.

#### **C.6.3.5 Testing and Inspecting**

The Contractor shall ensure that air distribution components operate on a system level per the design intent and sequence of operations by testing and inspecting the units. The testing of the air distribution system shall also include the integration with other equipment in the building including chillers, boilers, variable air volume system component, fans, ductwork, and air intakes. The Contractor shall conduct regular inspections of air filters to ensure that the filters are changed as recommended by the manufacturer or when they have become clogged. The Contractor shall conduct inspections of the condensate drip pans of all AHU, A/C package units, window A/C units, and other equipment items and systems that physically have drip pans to ensure that they drain properly. Such inspections shall be conducted in accordance with the tour program and be performed no less frequently than \_\_\_\_\_. **[[[Note to Spec Writer to determine frequency as regional protocol requires.]]]** Pans that are not level or that leak shall be reported to the CO or designee. All drip pans shall be treated with an appropriate biocide to control the growth of algae, mold or other organisms or fungi. If any condensate pans are inaccessible, the Contractor shall notify the CO or designee immediately.

#### **C.6.3.6 Reporting**

The Contractor shall report and enter into the NCMMS any and all activities performed with respect to air distribution system and its components, including Work Orders completed.

### **C.6.4 Chiller Systems**

#### **C.6.4.1 General**

Chiller systems are an essential part of GSA's ability to provide the environment needed for its tenants to perform their mission. The Contractor shall operate the chiller to preserve the safety of personnel, the protection of the property, and the comfort of the tenants.

#### **C.6.4.2 Operation**

The Contractor shall operate the chiller systems according to established operational standards with manufacturer's guides, industry standards or as otherwise directed by the CO or designee. The intent is to operate as efficiently as possible while protecting all assets. Chillers shall be logged daily while in operation utilizing a GSA-approved chiller log.

#### **C.6.4.3 Maintenance**

The Contractor shall use GSA's preventive maintenance standards or the manufacturer's recommended maintenance procedures, or a combination of the two to perform maintenance, as long as the method is submitted to the CO or designee for prior review and approval. Maintenance shall be accomplished by the chiller manufacturer's authorized service technician.

#### **C.6.4.4 Testing/Inspecting**

Nondestructive Chiller Tube Analysis (Eddy Current) - Chillers with tube and shell heat exchangers, both evaporator and condenser, shall have an eddy current test performed every three years. The test shall be performed by a Level II technician, certified by the American Society for Nondestructive Testing, per SNT-TC-1A - Personnel Qualification and Certification in

Nondestructive Testing/Inspection. The test shall be performed in accordance with current American Society of Mechanical Engineers standards. Refer to current Preventive Maintenance Guide for additional requirements. The Contractor shall take pictures of the tubes, tube sheets and end plates of water-cooled chillers with tube and shell heat exchangers after the removal of the end plates prior to brushing the tubes and again after the brushing of the tubes. These pictures shall be uploaded into the NCMMS. The Contractor shall notify the CO or designee at least two business days prior to the removal of the end plates so that GSA has the opportunity to observe the condition of the tubes right after the removal of the end plates. All inspections and tests shall also be scheduled and annotated. Contractor shall provide the CO or designee with two copies of the written report within 14 business days of the test. The report shall include findings and recommendations. The Contractor shall document the report by uploading it into the NCMMS.

#### **C.6.4.5 Reporting**

Daily logs of the chiller(s) shall be annotated on an approved chiller log and kept at the chiller or the onsite Contractor's office and uploaded into the NCMMS. With low pressure chillers daily logs shall include purge run times and pump out times. Logs are to be Included in the monthly report.

#### **C.6.5 Cooling Towers**

[[[Note to Spec Writer: If your Region has a Dry Cooler you shall need to include the language for that system]]] [[[Note to Spec Writer: Some cities provide a sewer credit for the evaporation of cooling tower water, if applicable required the Contractor to apply for such credit.]]]

##### **C.6.5.1 General**

The cooling tower equipment is a critical component to HVAC operations. By design this device removes heat in the condenser water loop by the process of evaporation. In this process the returning water can take on properties that are detrimental to the proper functions of the HVAC system. The Contractor shall ensure proper maintenance of this equipment in order to ensure proper HVAC operations.

##### **C.6.5.2 Operations**

Due to factors such as geographic location, altitude, local weather conditions, and prevailing winds, etc., setting and maintaining a set-point for water temperature is a complex process that has high local variability. Therefore, the Contractor shall ensure that the Contractor staff understands the established control sequences for the operation of the cooling tower. The Contractor shall propose a better sequence that offers greater efficiency. Before enactment of the new sequence, the Contractor shall submit the proposal to the CO or designee for consideration and approval.

##### **C.6.5.3 Maintenance**

Due to the evaporation process taking place inside the tower, regular cleaning of the tower to minimize the accumulation of dirt and scale is required. The Contractor shall ensure proper maintenance of the equipment by inhibiting and removing mineral scale, corrosion, bacterial

contamination, and general fouling of the water and by physically cleaning the tower on a regular basis. The Contractor shall use GSA's preventive maintenance standards to perform maintenance, or use the manufacturer's recommended maintenance procedures, or a combination of both as long as the method is submitted to the CO or designee for prior review and approval.

#### **C.6.5.4 Testing**

The Contractor shall test the water in accordance with the water treatment section of this contract. All equipment associated with the cooling tower shall be checked for proper operation and free of scale, corrosion and other contamination affecting performance of the tower. Testing must include vibration cutout switch where installed.

#### **C.6.5.5 Reporting**

All maintenance and all service calls associated with cooling towers shall be reported in the NCMMS. Because of the importance of this critical equipment, GSA requires the Contractor advise the CO immediately if it is not operating properly or is offline for any reason.

### **C.6.6 HVAC Water Management**

#### **C.6.6.1 General**

HVAC water management is the maintaining and operating, testing and reporting of the cooling tower water system plus the heating and chilled water loops and ramp de-icing loops, as directed by the HVAC Water Management Plan. The goal of HVAC water management is to manage, operate and maintain the water systems in the HVAC equipment at optimum performance whenever needed to protect the building systems assets that maintain satisfactory indoor environmental quality for all tenants.

#### **C.6.6.2 HVAC Water Management Plan**

The Contractor shall prepare a comprehensive water treatment plan that includes operating, cleaning, maintenance, corrosion monitoring, seasonal equipment layups, water treatment for both open and close loops and reporting on all related actions and analysis. The plan shall be specifically detailed to provide the CO or designee a quality assurance guide by which to assess the operating, maintaining, testing and reporting of all activities associated with the HVAC water systems. The Contractor shall ensure compliance with GSA Order PBS 1000.7 Drinking Water Quality Management and Appendix E of the PBS Desk Guide for Drinking Water Quality Management. The Contractor shall provide all equipment, chemicals, and services (including application) required to control corrosion, scale, algae, and bacterial growth in all HVAC equipment and systems throughout the building. All equipment installed for water treatment and corrosion monitoring shall be conveyed to the Government at the end of the Contract. This Plan will be submitted to the CO or designee within 60 days of Contract start date.

Water treatment is a constant balancing act, which means that an effective treatment plan has to be flexible in its ability to meet requirements. A "one size fits all" concept does not work well when creating an effective and efficient water treatment plan. Size, location, geography, and altitude all play a factor in deciding the best water treatment plan.

#### **C.6.6.3 Operation**

The Contractor shall control corrosion, scale, algae, and bacterial growth in all HVAC assets and systems throughout the building. The Contractor shall be responsible for compliance with all applicable local sanitation requirements, discharge regulations, district air quality regulations, and other environmental laws and regulations. The scope of this work extends to related safety equipment (e.g., emergency eyewash stations), all of which shall be maintained in accordance with all applicable OSHA standards.

#### **C.6.6.4 Maintenance**

The Contractor shall implement an effective HVAC water loop maintenance plan as part of a comprehensive HVAC equipment maintenance program. This plan shall include the methods, procedures, references and industry standards that the Contractor has elected to use to execute the maintenance plan. The plan shall also detail procedures, special tools and equipment, treatment procedures, chemicals and water chemistry criteria, preventive maintenance and testing frequencies, and anticipated schedules for shutdown, start up, and cleaning.

#### **C.6.6.5 Testing and Inspecting**

The Contractor shall establish water treatment and testing frequencies that give an accurate and regular indication of whether the maintenance performed is adequately keeping the HVAC system water within the limits established in the HVAC Water Management Plan. GSA has a list of standard closed loop and open loop parameters that set the maximums and minimums for the specific system design. Those criteria are listed at the end of this section.

Planned testing activities shall address the following issues:

The Contractor shall perform a comprehensive initial water treatment analysis (laboratory analysis) within 30 calendar days of the Contract award to assist in developing the HVAC Water Management Plan. This initial analysis shall establish a baseline and shall be used to inform and validate the effectiveness of the Contractor's Plan.

- a) The testing frequencies shall be established by the Plan based on manufacturer's recommendations with input from the COR and the facility management staff.
- b) A qualified independent water treatment specialist shall be engaged to draw a set of water samples at a frequency established by the Plan and as agreed to by the CO or designee. Tests shall be performed as described in the water treatment plan and test results uploaded in the NCMMS as an attachment to the Work Order.
- c) All samples shall be analyzed and a monthly report containing all pertinent information, relative to the conditions found, shall be submitted to the CO or designee with the monthly progress report.
- d) In facilities where makeup water is metered, makeup water quantities used shall be tracked and reported. Types and quantities of chemicals used shall be tracked in the NCMMS and reported on also in the monthly progress report.
- e) If testing results are outside of established parameters in the Plan, the Contractor shall immediately investigate the cause of the deficiency and implement corrective action to restore the system to established parameters. The Contractor shall immediately notify

the CO, or designee of the situation, explain the cause of the non-compliance condition and the actions taken to remedy the problem.

- f) After corrective action has been implemented, the Contractor shall perform a second test to verify that the system is operating within established parameters.
- g) All testing and retesting results shall be entered into the NCMMS by the Contractor.
- h) Glycol-water solutions in all building systems shall be tested monthly to determine the percentage glycol. The glycol water solution in all building systems shall be tested annually for pH, reserve alkalinity, inhibitor levels, and degree of contamination. If testing results indicate that glycol or additives must be added to maintain proper chemistry, then the Contractor shall be responsible for glycol or additives additions. If the test results indicate full replacement is necessary, then the Government shall be responsible for all associated costs. The test results must be documented in NCMMS, using (virtual) meters, where practical.

#### **C.6.6.6 Reporting**

The initial analysis of the HVAC water system(s) shall be reported to the CO and designee immediately after the results are known. It shall be the responsibility of the Contractor to correct any non-compliant conditions at no cost to the Government as soon as a solution has been reviewed and approved by the CO or designee. Any initial cost that exceeds the repair threshold shall be a shared liability. Once the parameters are within the established tolerances the Contractor shall be responsible to maintain equipment and chemistry at the Contractor's cost.

The periodic water treatment and testing reports shall be included in the monthly progress reports. All other analysis reports performed to analyze or mitigate non-conforming issues shall be brought to the attention of the CO or designee immediately. The monthly progress reports shall include the following items:

- a) Testing dates, procedures and (in-house and independent) results,
- b) Make up water volumes used,
- c) Chemical amounts and types added to the system(s),
- d) Tolerance and range criteria set forth in the Plan as compared to actual testing results,
- e) Remediation actions taken during the month,
- f) Trending data for a running 12-month period on all measures as they compare to the tolerance and acceptability range parameters set forth in the Plan, and
- g) Any other pertinent data/info to complete a comprehensive profile of the HVAC water system(s).

The Contractor shall compare cooling tower water treatment results with the Chiller Operating Log. Trending and best practices shall be identified and proposed to CO or designee for review and approval prior to implementation in an effort to establish the most efficient systems operations based on conditions.

#### **Table of GSA established HVAC water management criteria**

##### **Open Loop**

<b>Chemistry Tests</b>	<b>Frequency of Test</b>	<b>Operating Ranges</b>
Tower Water Conductivity	Auto Blow down: Weekly, Monthly Manual Blowdown: Daily	160-2400 mmHOS (110-1600 ppm)
Makeup Water Conductivity (Hardness)	Auto Blow down: Weekly, Monthly	40-600 mmHOS (30-400 ppm)
pH Test	Daily, Weekly	7.5 to 9.5
Corrosion Monitoring (Coupon Test)	Quarterly (3 months)	Iron: 2 to 5 mils/ year Copper: 0.2 to 0.5 mils/ yr
Bacteria Testing	Quarterly (when system is running) and whenever system has been shut-down for 5 consecutive business days	Max: 1000 cfu/ml (colony forming units/ ml)
Chlorides	Weekly, Monthly	Max: 250 ppm as Cl Max: 410 ppm as NaCL
Sulfites	Weekly, Monthly	50-100 ppm SO <sub>3</sub> 80-160 ppm Na <sub>2</sub> SO <sub>3</sub>
Corrosion Inhibitor Residual	Auto Chem. Feed: Weekly, Monthly	Defined by Consultant
Oxidizing Biocide Residual	Auto Chem. Feed: Weekly, Monthly	Defined by Consultant
Legionella pneumophila, Bacteria Testing		When total bacteria >1,000 cfu/ml (repeat treatment and testing until total bacteria <1,000 and L. pneumophila bacteria <10 cf/ml <u>Max:</u> 10 CFU/ml

## Closed Loop

Chemistry Tests	Frequency of Test	Operating Ranges
pH	Monthly	7.5-9.5
Total Dissolved Solids (TDS) or Conductivity	Quarterly (3 months)	Maximum: 2000 ppm or (2500 $\mu$ S/cm)
Polyphosphates (PO <sub>4</sub> )	Monthly	10- 20 ppm
Sulfites	Monthly	50-100 ppm SO <sub>3</sub> 80-160 ppm Na <sub>2</sub> SO <sub>3</sub>
Bacteria Testing	Monthly	Max: 10 <sup>3</sup> cfu/ml (Colony forming units/ ml)
Corrosion Monitoring (Coupon Test)	Bi-Annually (6 months)	Iron: max. 0.5 mils/ year Copper: max. 0.2 mils/ yr
Corrosion Inhibitor Residual	Monthly	Defined By Consultant
Bacteria Testing	Quarterly (when system is running) and whenever system has been shut-down for 5 consecutive business days <u>Max:1000CFU/ml</u>  Quarterly (when system is running) 10 CFU/ml	When total bacteria >1,000 cfu/ml (repeat treatment and testing until total bacteria <1,000 and L. pneumophila bacteria <10 cfu/ml)

#### **C.6.6.7 Chemical Free Water Treatment System**

**[[[Note to Spec Writer. If the building has a Chemical-Free Water Treatment System insert this clause. Also insert the type of system and locations.]]]**

HVAC loops that are treated by chemical-free water treatment systems shall be tested and maintained by an authorized Original Equipment Manufacturer (OEM) certified vendor. The Contractor shall provide a qualified independent water treatment specialist to draw a set of water samples monthly. Tests shall be performed as described in the water treatment plan. Samples shall be analyzed and a monthly report containing all pertinent information, relative to the conditions found, shall be submitted to the CO or designee with the monthly progress report. In facilities where makeup water is metered, makeup water quantities used shall be tracked and reported.

### **C.6.7 Domestic Plumbing Systems**

#### **C.6.7.1 General**

Domestic plumbing systems, including drinking fountains and filters, restrooms, kitchens, locker rooms and showers, water heaters, irrigation systems, storm water structures/BMPs (*e.g.*, structural or engineered control devices and systems such as retention ponds, backflow preventers, decorative fountains, and outdoor pools, shall be maintained, repaired, and kept functional to the point of service delivery as defined by the utility company. The Contractor shall ensure all system drains, including storm drainage and roof drains, remain clear and unobstructed. The Contractor is responsible for maintenance of storm water management infrastructure (infiltration basins or trenches, rainwater harvesting/cistern systems, bio- retention, catch basins, underground sand filters, other proprietary storm filters, and wet and dry ponds). The Contractor shall take any necessary steps to prevent odors emitting from drains or other plumbing systems into occupied space, including keeping water in traps appropriately maintained. The Contractor shall clear toilet and sink blockages, as necessary. Such requests shall be transmitted to the Contractor by the CO or designee through Work Order procedures. When replacing plumbing fixtures, the Contractor must use the most reduced water usage device per the PBS-P100 and as approved, in advance, by the CO or designee. (For additional information guidance can be found at the web site in document titled "Web Links" at: [Operations and Maintenance Specification](#). The Contractor shall ensure compliance with GSA Order PBS 1000.7, Drinking Water Quality Management, and Appendix E of the PBS Desk Guide for Drinking Water Quality Management.

##### **C.6.7.1.1 Green Roof Maintenance**

The contractor will within 90 days of award, develop for approval and implement the COR approved plan to safely maintain the storm water storage and drainage capabilities and the aesthetics of green roofs to ASTM E2777, ASTM E2400 and industry standards. This includes periodically replacing unhealthy and dead succulent plants, removing weeds, and providing water and nutrients to cause plantings to thrive. This also includes clearing the drains of the green roofs. The contractor will amend the existing Green Roof PMs in NCMMS to reflect the actions and periodicities of the approved plan. The plan will include methods and locations of drain maintenance, plant care, safety tie offs, fall arresting gear to be worn, and methods of quality

control. A report detailing the work done, including before and after photographs will be included in the NCMMS work order as an attachment. The contractor will utilize OSHA standard 1910.28 in developing the fall arresting aspects of the plan.

## **C.6.8 Lighting Systems**

### **C.6.8.1 General**

Indoor Environmental Quality (IEQ) includes access to daylight and views and occupant control over lighting levels at their workspace. It is the goal of this requirement to maintain acceptable IEQ by establishing and maintaining adequate lighting levels throughout the facility interior and exterior to allow the tenant(s) to be productive, feel secure, and egress in case of emergencies. Exceptional lighting shall also save energy, be automatically controlled to respond to daylighting levels, not be a negative impact to the tenants or visitors and be appropriate for the requirements in all occupied areas. Illuminated areas of responsibility typically include entrances, landings, steps, sidewalks, parking areas, garages, arcades, highly decorative courtrooms, historic fixtures, fountains, security bollards, stairwells, auditoriums, flagpoles, building-mounted fixtures, pole lighting, elevator car interior lighting and ground lighting located adjacent to the facility and extending to the property line. Exemptions include elevator exterior car lighting, associated hoist ways and machine room lighting, specialty lighting integral to artwork, experimental fixtures, and some lighting control systems to be identified by the CO. For agency-owned specialized lighting systems the Contractor shall not be responsible for the controls (front end). The Contractor shall be responsible for replacement of ballasts, lights and drivers. The Contractor shall not be responsible for requirements lighting associated with furniture.

### **C.6.8.2 Operation**

To maintain operating consistency of illumination in the workspaces, the illuminance levels shall need to be adjusted through the reprogramming of existing fixtures, or by installing additional hardware or software under the guidance of the CO or designee. These adjustments shall be made without changing fixtures if possible (e.g. automatic lighting controls, tuning dimmable ballasts, and de-lamping). The Contractor is advised that while the PBS-P100 establishes target lighting levels, aspects such as lighting quality, specific tenant requirements, energy efficiency, and other individual factors also have an impact on the application of lighting in spaces.

When tenant improvement or space alteration work is being planned in the building, the CO or designee shall request that the Contractor be a part of the planning and inspection in the space to verify that all lighting levels and controls operate as required for the space. The Contractor must immediately report to the CO or designee obvious problems or conditions that shall potentially affect the efficient operation of the building or create a negative impact on the tenant as a result of tenant improvement.

The Contractor shall assist in a curtailment program in consultation with the CO or designee. The Contractor shall implement all approved curtailment measures which typically include turning off or de-lamping unnecessary lighting or implementing setback schedules to create a more energy efficient lighting strategy in accordance with the curtailment program. This shall at times require knowledgeable Contractor staff familiar with the building's BAS software so that modifications to

lighting schedules can occur. Lighting replacements as part of a curtailment program shall qualify for a utility rebate and are therefore subject to the rules set forth by the participating utility. The Contractor must investigate the potential for rebates for any lighting replacement activities for which they are responsible. New lighting components shall be tested by an accredited national laboratory (UL or designated equivalent) according to the PBS-P100 Guidance. Replacement components shall be of equal or greater energy efficiency and life expectancy.

### **C.6.8.3 Maintenance**

The Contractor shall respond promptly to routine Work Orders for all lighting issues. The Contractor shall replace failed lamps, LEDs and/or ballasts, with the most efficient products available in accordance with existing building standards defined by the PBS-P100 or as otherwise directed by the CO or designee. In lieu of such standards, lamps shall be replaced with the most efficient products available matching type and color temperature of other lamps in visual range of the replacement.

The Contractor shall establish and implement a recycling program for fluorescent lamps and other light bulbs in accordance with U.S. Environmental Protection agency and GSA standards. All handling, storage, labeling, reporting and disposal of mercury containing lamps shall be in compliance with Universal Waste Rule guidelines, guidance can be found at the web site in document titled "Web Links" at: [Operations and Maintenance Specification](#).

Hazardous Wastes not subject to the Universal Waste Rule guidelines must be managed in accordance with 40 C.F.R. part 260. Universal Wastes (*i.e.*, fluorescent lamps, solid state lighting (SSL) components, and certain batteries) subject to the Universal Waste Rules guidelines shall be recycled or disposed of as Hazardous Waste. Preference is given to recycling of intact items. Replacement and proper disposal of all burned-out ballasts, including PCB ballasts, shall be the responsibility of the Contractor (see subsection 5.5.9). All lighting changes, Work Orders, fixture schedules and inventory lists, shall be input into the NCMMS and updated regularly.

Replacing incandescent or fluorescent lamps in existing fixtures with lamps of differing design or light sources requires the input and approval of the CO or designee, and advisably a lighting expert plus the energy program manager, to ensure a successful replacement. If SSL LEDs are being considered as a replacement, the Contractor shall experiment with a proposed LED replacement lamp or fixture before a widespread replacement is undertaken to ensure that all lighting criteria are met with respect to required illuminance levels, tenant satisfaction, light distribution, temperature of the lamps, Color Rendering Index (where important to the requirements) energy efficiency, and safety standards. This is a key consideration in performing satisfactory lighting operations and maintenance.

There shall be light ballasts containing PCBs in the buildings covered by this Contract. Replacement and proper disposal of all burned-out ballasts, including PCB ballasts, shall be the responsibility of the Contractor. Fluorescent lamps and ballasts, SSL components, exit light fixtures, batteries, and other items in any quantity subject to the Universal Waste Rules for Hazardous Waste Management shall be stored and disposed of in accordance with State requirements. In addition, all fluorescent lamps and ballasts shall be recycled and records maintained. The Contractor shall include a hazardous waste manifest of disposed items in the monthly report. The Contractor shall continuously update the inventory of all new and existing lamps, fixtures and SSL. The use of bulb crushers is strictly prohibited.

Records including Bill of Lading or receipt of recycling must be obtained for each Universal Waste disposal action. Any other lighting related waste (*i.e.*, LEDs and non-PCB/DEHP light ballasts) shall be properly characterized and disposed of in accordance with the Resource Conservation

and Recovery Act; recycling is preferred method of disposal. Local area recycling programs shall provide information on accepted electronic lighting waste. Receipt of recycling for electronic or electronic-like waste shall be maintained and included in the Monthly Progress Report.

**[[[Note to Spec Writer- If your region has a separate elevator contract, a review of the elevator contract for this building is necessary to determine this scope below. Optional based upon elevator requirements for building.]]]**

The Contractor shall not be responsible for maintaining lighting within hoist ways, elevator machine rooms, the pit, car top or elevator cars, including all emergency lighting; provided however, that the Contractor shall be required to supply the replacement lamps to the elevator contractor.

#### **C.6.8.4 Testing and Inspecting**

Any and all controls that adjust lighting levels or schedules of operation shall be monitored and tested as necessary.

#### **C.6.9 Electrical Switchgear and Switchboards**

Contractor shall perform all preventive maintenance, testing and inspections of electrical distribution, switchgear, high voltage (HV) switches, transformers and all associated equipment. The Contractor shall ensure compliance in accordance with National Electrical Testing Association guidelines for the inspection, testing and maintenance of electrical distribution and switchgear type equipment. The Contractor shall also comply with NFPA 70B. When such testing, maintenance or repair interferes with building operations, it shall be performed after Normal Working Hours without additional cost to the Government. The Contractor shall coordinate all utility shut down scheduling with the electrical utility company; the Contractor shall be responsible for all costs associated with the utility shutdown. The Contractor shall coordinate power shutdowns with the building CO or designee. The Contractor shall submit a schedule and shut down plan at least two months in advance to the CO or designee for approval.

#### **C.6.10 Emergency Power Equipment**

**[[[Note to Spec Writer: Remove if there are no emergency and standby power systems or if this section is covered under another PWS.]]]**

##### **C.6.10.1 General**

The Contractor shall ensure that all standby and emergency power equipment and related systems are ready to respond at all times to protect the occupants of the building and to maintain critical services during the event of a normal power outage. These services include- the performance, inspection, testing, acceptance, and preventive maintenance and repair of standby and emergency power equipment, supplies, electricity distribution from the generators, and fuel distribution to the generators.

#### **C.6.10.2 Operation**

**[[[Note to Spec Writer: If it is your regional policy for the government to buy the fuel for generators, you will need to modify this Contract sub section specification to your regional policy.]]]**

All Fuel tanks shall be filled by the Government or the previous contractor at the beginning of the Contract period and by the Contractor at the end of the Contract period. The Contractor shall check and record all diesel or propane fuel tank levels monthly and record in the NCMMS.

The Contractor is responsible for any consumables used during day-to-day operation of a generator, i.e., exercising the generator and related electrical components, testing of oil and fuel reserves, and fuel tank filling. The Contractor shall be reimbursed for the cost of the fuel for fuel consumed by the operation of a generator for an extended period (more than four hours per event) or due to a power loss. If the operation of the generator is caused by Contractor negligence, the Contractor shall be liable for the full cost of refueling. The Contractor shall not allow the fuel level to drop below 70 percent. When the fuel level drops to 70 percent, the Contractor shall notify the CO or designee of the need for refueling and the cost associated and receive approval from the CO or designee prior to refilling the tank. The Contractor shall provide fuel up to **[[[insert average annual fuel cost]]]** per Contract year. The Contractor shall maintain a running log containing the amount of fuel used and the log must be available to the CO or designee upon request. The Government shall pay for all fuel after the **[[[insert average annual fuel cost]]]** limit is reached each year the contract is in effect. Fuel oil shall be tested by a qualified third party vendor/subcontractor at minimum annually. The analysis and recommendations shall be provided to COR. Contractor shall take corrective actions and follow recommendations provided in the analysis, and document within NCMMS (Work Orders). Reports and analysis shall be uploaded as attachments to the asset record. Fuel oil must be conditioned and treated to maintain the minimum quality standards established in American Society for Testing and Materials (ASTM) D396-08a, "STANDARD SPECIFICATION FOR FUEL".

#### **C.6.10.3 Maintenance**

The Contractor shall ensure a preventive maintenance schedule is developed and executed in conformance with manufacturers' equipment recommendations and the following NFPA standards:

- NFPA 110, Standard for Emergency and Standby Power Systems
- NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems

#### **C.6.10.4 Testing and Inspecting**

Testing shall include the generator(s), electricity transfer components, oil supplies, and fuel supplies. The Contractor shall arrange for monthly testing of the generators and the transfer switching with a licensed and certified provider. **[[[Note to Spec Writer, if region desires to have emergency generator testing done after hours, insert this sentence. Testing shall be conducted after hours at no additional cost to the Government.]]]** The Contractor shall be allowed to perform the monthly generator and transfer switch testing provided that the Contractor has been trained by an authorized Generator OEM technician/company, a written procedure is

developed that complies with NFPA and the training is documented and annual refresher training is conducted.

[[[Note to Spec Writer: Identify if outside load bank is required to perform testing.]]]

- a) **Generator Oil.** Generator oil shall be tested by a qualified person at least annually and analysis and recommendations shall be provided to CO or designee. Testing shall be performed per ASTM D6595 (Wear Metals in Used Oils) and ASTM D445 or ASTM D72799 (Viscosity) and recorded in the NCMMS. Contractor shall take corrective actions and follow any recommendations provided from the testing facility. NOTE: Changing of oil in the generator is only to be performed based on testing and analysis recommendations from a UL approved laboratory or annually and not to be done arbitrarily in a periodic schedule. Oil filters shall be changed periodically per manufacturer's recommendation or industry standards.
- b) **Diesel Fuel.** Fuel shall be tested by a qualified third party contractor or subcontractor at least annual and analysis and recommendations provided to CO or designee and entered into the NCMMS. The Contractor shall take corrective actions and follow any recommendations provided in the analysis. Fuel oil shall be conditioned and treated and a preventive maintenance plan established to maintain the minimum quality standards established in ASTM D396-1, "STANDARD SPECIFICATION FOR FUEL OILS".
- c) **Glycol-water solutions.** Glycol-water solutions shall be tested regularly to determine the percentage glycol, pH, reserve alkalinity, inhibitor levels, and degree of contamination and the Contractor must complete required corrective action based on test results. In addition, the Contractor shall maintain minimum freeze protection and inhibitor levels. The glycol solution shall be checked at least once a year and in accordance with the manufacturer's recommendations and results entered into the NCMMS.

#### **C.6.10.5 Reporting**

The Contractor shall report the status of the emergency generator and automatic transfer switch in the monthly report, including operational status and present condition, planned or completed preventive maintenance and repairs, main and day tank fuel levels, and fuel purchases.

#### **C.6.11 Oil Analysis and Oil Changes**

##### **C.6.11.1 General**

Proper care of all systems that provide a safe and functional environment is a critical component of operations. Oil analysis shall be conducted to achieve that goal using a consistent methodology for data collection, analysis, and historical trending and record.

#### **C.6.11.2 Operations**

The Contractor shall establish and implement an oil analysis program incorporating the manufacturer's recommendations. Periodic oil analysis shall include chillers of 50 tons or greater cooling capacity. Generator oil additives shall not be used.

#### **C.6.11.3 Testing and Inspecting**

Periodic oil analysis shall be performed prior to annual maintenance requirements so that results shall be considered in performing preventive maintenance.

#### **C.6.11.4 Reporting**

Where oil analysis indicates a need for corrective action, an appropriate Work Order shall be created in the NCMMS and the appropriate corrective action taken by the Contractor. Documentation shall include periodic oil analysis tests to be performed at least annually, diagnostic standards, and parameters for oil changes. Subsequent to analysis, the Contractor shall submit the report in the NCMMS as an attachment to the Work Order.

#### **C.6.12 Vertical Transportation Systems**

[[[Note to Spec Writer: If vertical transportation equipment maintenance is to be included in the Contract, adjust this section accordingly. Also, if vertical transportation equipment maintenance is not included in this PWS, carefully review this scope against the vertical transportation equipment maintenance contract to ensure that all requirements are accomplished by either one or the other contract and are not duplicated. The national elevator maintenance specifications can be found at the website page at: [Operations and Maintenance Specification](#). Must include, "The GSA Form 55 is required to be completed and signed off by the mechanic inspecting the elevator" in your elevator specifications.]]]

[[[Note to Spec Writer: Identify who shall be responsible for maintaining light fixtures, ballasts, and lamps installed in elevator cars and within the ceilings of cars if you have a separate elevator maintenance contract. The Contractor is not responsible for maintaining lighting within hoist ways.]]]

[[[Note to Spec Writer: Ensure that you mention the following codes if you are including VTS into the O&M Contract:

**A17.1/CSA B44 Safety Code for Elevators and Escalators**

**A17.2 Guide for Inspection of Elevators, Escalators, and Moving Walks**

**A17.3 Safety Code for Existing Elevators and Escalators**

**A17.4 Guide for Emergency Personnel**

**A17.5 Elevator and Escalator Electrical Equipment**

**A17.6 Standard for Elevator Suspension, Compensation, and Governor Systems**

**A17.7 Performance-Based Safety Code for Elevators and Escalators**

**A18.1 Safety Standard for Platform Lifts and Stairway Chairlifts.]]]**

#### **C.6.12.1 Elevator Associated Equipment Maintenance**

The Contractor is responsible for maintaining fire protection equipment and systems, ventilation and exhaust systems within hoist ways, elevator lobbies, and elevator machine rooms. The Contractor shall maintain elevator cab lighting, (not light associated with hoist ways, elevator

machine rooms, the pit, car top or elevator cars) and electrical equipment (including elevator transformers and disconnects) not directly part of elevator systems, and HVAC systems associated with elevator machine rooms and systems. The Contractor shall provide assistance if required in performing elevator testing, including after Normal Work Hour requirements.

**[[[Note to Spec Writer: If any of this equipment is within the scope of the elevator maintenance contract, adjust the language accordingly. If any wheelchair lifts, hydraulic loading ramps or window washing scaffolding equipment are in the building, indicate who is responsible; maintenance responsibilities for these systems vary. Identify number of elevator tests to be performed and estimated hours of assistance necessary.]]]**

### **C.6.13 Architectural and Structural Systems**

#### **C.6.13.1 General**

The Contractor must maintain, repair, replace, modify, and restore all of the architectural and structural components of the building up to **[[[Insert total dollar cost]]]**. Exterior components of this work including precast concrete systems, foundations, minor exterior wall components, retaining walls, docks, levelers, sidewalks and drives. Interior components of this work include walls, floors, and doors, ceiling systems, soundproofing, insulation, directories, flooring, specialty finishes and lighting. The Contractor shall confirm with the CO or Designee in writing that the work directed to be performed under this Section is work for which the requirements of 22.403-1 Construction Wage Rate Requirements statute (40 U.S.C. chapter 31, subchapter IV, Wage Rate Requirements (Construction), formerly known as the Davis-Bacon Act) do not apply.

The Contractor must perform all architectural and structural maintenance and repairs or replacements to the building interior and exterior extending to the property line. The Contractor must ensure the integrity of elements and materials in compliance with Federal, state, and national codes and standards (e.g., fireproofing materials, fire-stopping, fire and smoke doors, etc.). The Contractor must ensure the building is free of missing components or defects that could affect the safety, appearance, or intended use of the facility or could prevent any electrical, mechanical, fire protection and life safety, plumbing or structural system from functioning in accordance with its design intent.

Architectural Repairs and Replacements are intended to maintain the integrity of the building envelope (preventing water leaks through proactively addressing cracks, minor tuck-pointing failures, reattaching loose roof flashing, fixing window cracked by weather or seal failures, water damaged ceiling tile) and address safety hazards (such as tripping concerns or hazards of falling materials). It is not to address cosmetic issues or to perform cyclic maintenance such as minute cracks in terrazzo floors, scaling of concrete sidewalks, repainting for the purpose of refreshing an area's look.

#### **C.6.13.2 Replacement Items and Painting**

All proposed replacement items shall be consistent with design documents and match existing equipment in quality, dimension, and material, quality of workmanship, finish, and color.

Painting is considered "touch-up," for purposes of this Contract and is to repair a specific and limited damaged area of prepared wall, paint or other architectural components. Painting shall

extend to logical break points such as the floor or ceiling corners, door frames to avoid a patched look.

Repainting to correct for normal wear and tear to painted surfaces over time (Cyclic paint) is not required. Restriping of parking areas, driveways, roads, and vehicle inspection areas is required where striping is damaged or worn in a specific location, but not for general wear and tear of a large area over time. Repairs or replacement to pavement, walkways and facades are required where a specific location is damaged but not where an extensive area (defined as over 20% of the type of replacement) is degraded. Painting in mechanical areas needed for OSHA compliance, consistent equipment appearance, or other safety reasons is required.

#### **C.6.13.3 Machinery Rooms**

The machinery rooms, including walls and the equipment located within the machinery rooms shall be painted to maintain the professional appearance of the room and equipment. When painting equipment or other components in a machine room, the Contractor shall comply with the ANSI color coding system outlined in the ANSI A13.1, *Scheme for the Identification of Piping Systems*. Existing painted floors shall be maintained, and bare floors should not be painted but be sealed. The Contractor shall not disturb materials suspected to contain lead-based paint; the Contractor shall immediately report the condition to the CO or designee. Machine rooms with excessive noise shall be labeled "Hearing Protection Required" and appropriate PPE shall be placed outside the room entrances.

#### **C.6.13.4 Historic Buildings**

**[[[Note to Spec Writer: Delete if not applicable.]]]**

The Contractor shall consider any building 50 years old or older as historically significant, regardless of National Register status and must contact the Regional Historic Preservation Officer (RHPO) before undertaking any work in the building. In addition, the following documents shall be consulted for any work involving the preservation of historic buildings:

- a) Historic Building Preservation Plan (HBPP).
- b) Historic Structure Report (HSR); and
- c) The Secretary of the Interior's Standards for Rehabilitation and Guidelines for Rehabilitating Historic Buildings.

#### **C.6.13.5 Architectural Woodwork**

**[[[Note to Spec Writer: The Region should establish the parameters based upon its climatological state.]]]**

In some architecturally significant areas, it shall be necessary to adjust minimum setbacks for temperatures and humidity control from the established building standards to maintain and protect finished woodwork. These parameters shall be established as necessary by the CO or designee, in consultation with the RHPO. The Contractor shall be responsible for adjusting and maintaining those parameters as established.

#### **C.6.13.6 Directories**

The Contractor shall maintain building directories, including electronic directories and tenant common corridor signage but not electronic directories belonging to the tenants. The updating of information within the directories is typically done by the Government or by the Tenants.

#### **C.6.13.7 Roofs**

Roof repairs and routine roof preventive maintenance are necessary to protect the structures from significant degradation. Minor roof repair definition and cost thresholds of **[[[Insert total Dollar cost]]]** shall be discussed with the CO or designee as an important part of this work to be able to distinguish this work from construction projects. Therefore, every repair scope of work shall be discussed with the CO or designee before work is undertaken.

#### **C.6.13.8 Roof Anchorages**

The Contractor shall provide for annual third-party inspections and a ten (10) year recertification of designated roof anchorage points by qualified personnel. Roof anchorages (davits or permanent scaffolds if applicable) shall be inspected in accordance with the anchor manufacturer's requirements and any additional requirements contained in the installation certification. If equipment or support areas are identified or suspected of failure, the anchorage and its points of support shall be immediately tagged "out of service" and reported to the CO or designee. Under no circumstances may the equipment be placed back into service until it has been repaired and certified as safe for use. The Contractor shall consult 29 C.F.R. 1910.27 for further guidance. Copies of the inspection reports shall be provided to the CO or designee.

#### **C.6.14 Perimeter Access Control Systems (Security fixtures)**

##### **C.6.14.1 General**

**[[[Note to Spec. Writer: Check on the MOA (check the June 2006 or latest MOA DHS/FPS & GSA) with FPS on responsibilities of maintenance & repair for these items and systems owned by the tenant.]]]**

The Contractor is responsible for repair and maintenance of GSA managed perimeter access control (PAC) system components, including key cards/pads, magnetic door holders, loop and detection sensors, wedge plates and pop-up barriers and bollards, sliding gates, garage doors, gate arms and operators, interconnecting cabling between system components, and onsite field controllers. This also includes door strikes, magnetic door contacts, request to exit sensors and remote release buttons. **[[[Note to Spec writer: May include the following sentence: The contractor shall Assist in troubleshooting with the ability to remove and replace parts as directed, to include but not limited to doors, turnstiles, locking hardware, etc. This includes PACS components unless an OEM certified technician is required.]]]** The Contractor is not responsible for central processing units and servers, including software, and programming of user's badges for facility access or purchasing of individual badges and other supplies. Where feasible, the Contractor shall be responsible for manually operating systems in the event of a failure of the automatic operator to allow access to the facility. Manual operation of the

primary access doors or barriers controlled by the PACs system is limited to opening and closing once per day. Manually operating systems shall be coordinated and authorized by the CO or designee and are considered part of the Basic Services during Normal Working Hours and reimbursable after hours. The Contractor shall track these assets and their maintenance.

#### **C.6.15 Child Care Center**

**[[[Note to Spec Writer: delete if not applicable and mark as “Reserved.”]]]**

The Contractor shall maintain all fixed equipment and systems, including playground equipment and carbon monoxide detectors associated with the Child Care Center. The Contractor shall repair systems upon request (including kitchen and laundry equipment) and according to work items identified by the Annual Child Care Center Survey.

#### **C.6.16 Vertical Transportation Systems and Associated Equipment**

The Elevator maintenance contractor shall take all actions to maximize the life expectancy of the VTS equipment. The work provided must preserve each piece of equipment in unimpaired condition and above the point where deterioration begins.

The Contractor is not required to provide an on-site elevator mechanic for specified duty hours. However, the Contractor shall provide qualified elevator mechanics, work crews, and supervisory personnel in such numbers, places, and times as may be required to fully meet the contract requirements.

Work under the resulting contract shall be accomplished during "Normal Working Hours", 6:00 AM TO 6:00 PM, Monday through Friday, unless otherwise specified or prior arrangements have been approved by the Contracting Officer's Representative (COR). The Contractor will respond to service calls seven (7) days per week, twenty-four (24) hours per day as part of the contract.

Subcontracting. Subcontracting will be required to provide vertical transportation maintenance by an authorized elevator maintenance and repair provider. Provider shall have specialized training in the installation, repair and maintenance of elevator and escalator systems.

All persons subcontracted by the Contractor, are the sole responsibility of the Contractor. The Contractor shall be responsible for their compliance with all laws, rules, and regulations.

The Contractor shall assign an VTS subcontractor Regional Account Representative to work directly with the CO, the COR, and the Government Elevator Inspector. The Government Elevator Inspector or Elevator Inspector under contract with GSA will be responsible for all matters pertaining to the Government's elevator requirements and will be the point of contact for problems the Government encounters that have not been resolved at the local level. Regional Account Representative shall have the ability to make decisions pertaining to the contract and corrective action where needed.

### C.16.1 Scope of VTS Work

The elevator maintenance portion of the O&M contract will be required to be Full Service. All repairs, testing and service calls are included in the monthly price for operations and maintenance services, except as indicated below. Work not included in the monthly price for operations and maintenance services is separately reimbursed via the issuance of a Task Order under this contract. The Contractor shall provide all management, supervision, labor, materials, supplies, repair parts, tools, and equipment and shall coordinate and ensure the effective and economical operation, maintenance and repair of the facility equipment as specified in this contract.

The Contractor shall provide full elevator maintenance service, in compliance with the latest ASME A17.1 Safety Code requirements, manufacturer's recommendations, Elevator Industry Field Employees' Safety Handbook, and National Electrical Code at the time of award. Full maintenance service is defined as all services, repairs, inspections and testing necessary **(Qualified Elevator Inspector (QEI) required services will be provided under a separate contract.)** These services are to maintain all elevator and escalator, appurtenances, and accessories in a fully operational mode at all times except for pre-scheduled downtime including all labor, parts and materials. In part, this includes maintenance and repair of door seals, light bulbs and lighting fixtures in elevator spaces (cars, hoistways, tops and bottoms of cars, and pits), and maintaining acceptable ride quality which may require periodic evaluation and adjustment of guide rails. Reference is made to Section 8.6 of the AMSE A17.1 Elevator Code which establishes requirements that must be adhered to. The elevator maintenance contractor must provide all tools, equipment, supplies and personnel necessary for safely performing all tests required by the ASME A17.1 Safety Code for Elevators and Escalators and the Authority Having Jurisdiction (AHJ). GSA is the AHJ. This includes inspections and tests required at six (6) month, one (1) year, three (3) year and five (5) year intervals, and any other tests determined as necessary by the CO or designee. All tests required by code will be conducted at no additional cost to the government regardless of when the testing is performed.

Note: The terms CO and COR refer to the GSA Contracting Officer (CO) and Contracting Officer's Representative (COR). In addition, the COR may have specialists representing him or her in the management of this contract.

### C.16.2 VTS Performance Requirements

The Contractor shall provide elevator maintenance and repair service in compliance with the latest editions of the American Society of Mechanical Engineers (ASME) A17.1. Elevator maintenance service is defined as all services, repairs and testing necessary to maintain all elevators, appurtenances and accessories in a fully operational mode at all times except for pre-scheduled downtime including all labor, parts and materials.

All elevator operations, tests, inspections, maintenance, alterations, and repairs performed under this contract shall comply with the latest editions of the American Society of Mechanical Engineers (ASME) publication A17.1. Throughout this specification, ASME A17.1 shall be

referred to as “the Code”. The Contractor shall also comply with any other law, ordinance, code, regulation, or rule applicable to the premises. The Contractor shall ensure that the original operating criterion is maintained at all times for each elevator:

- Maximum capacity in pounds.
- Rated speed in feet per minute.
- Performance time measured brake to brake.
- Door operation.
- Traffic handling capabilities.
- Response times.
- Ride quality. (see the code section 8.11.2.1.1(s))

Acceptable performance will be based on the above listed original operating criteria above, and a down-time percentage for each elevator of not more than one percent (1%) per year per elevator, (based on 365 days a year, 24hrs a day) and a maximum of the industry standard of one (1) service call per elevator per quarter, and a level or decreasing trend in service calls. An increased frequency in service calls is not considered acceptable performance.

#### **C.16.3 Acceptance of VTS Equipment**

This is a full-service elevator operations and maintenance service contract and obsolescence is not recognized under the terms of this contract. The contractor is not responsible for all deficiencies identified on the most recent elevator safety inspection report that were not corrected under the previous contract. These previously identified and uncorrected deficiencies will be the responsibility of the Government.

The Contractor will be responsible however for service calls and preventative maintenance coverage for that equipment, to the extent that it can still be provided with the existence of the deficiency.

#### **C.16.4 VTS Costs Not Covered by the Monthly Price for VTS Operations and Maintenance Services**

The Contractor shall not be required to make renewals or repairs made necessary by reason of negligence or misuse or vandalism of the equipment by persons other than the Contractor, his/her representatives, and employees. The contractor is not responsible for Acts of God where all due diligence was exercised to protect the equipment. In addition, any upgrades or enhancements to existing equipment made at the request of the Government will be separately reimbursable under this contract. If a part required for a repair that is covered under the monthly price for operations and maintenance services is no longer available or repairable, the

contractor shall provide supporting documentation. After mutual agreement, the Government will then pay for the replacement part and the Contractor will pay for the labor.

For all service calls, repairs, and any other work necessary to keep the elevator safely operational that is requested by an authorized individual approved by the CO or COR, and not covered by the full maintenance service contract monthly price, the contractor shall not proceed until a form of payment is verified. Payment shall be made using a Government Purchase Card or through the issuance of a Task Order under this contract.

For separately reimbursable work, the contractor shall only bill labor rates that have been incorporated into the contract under the pricing schedule.

The following elevator components are specifically excluded from this contract:

- Refinishing or replacing elevator cabs, floor coverings, hoistway enclosures, cab and hoistway door frames and sills.
- Replacing underground hydraulic piping or cylinders.
- Replacement or refinishing of escalator balustrades, trim, moldings, and power lines to escalator(s).

#### **C.16.5 More Standard VTS Requirements:**

The Contractor's offer must include the following services:

Communication - The Contractor will be responsible for the telephone lines and intercom lines in the hoistway and machine room, as well as 24/7 phone monitoring.

General and Emergency Lighting - For lighting installed in the machine room; hoistway; pit; car; car top; and emergency lighting, the Contractor will furnish, install, and maintain all lighting fixture components, including ballasts, bulbs, lamps and tubes.

##### **C.16.5.1 VTS Housekeeping**

The Contractor shall maintain all building space assigned to the Contractor, and any Government owned equipment the Contractor is authorized to use, in a neat, clean, orderly, and working condition at all times.

The machinery rooms, including floors and the equipment located within the machinery rooms, shall be painted by the Contractor as necessary to maintain the appearance of the room and equipment. When painting, the Contractor must comply with the GSA color-coding system and maintain the identity (identification information) of the equipment.

The Contractor shall take all necessary precautions, to safeguard and protect all Government property with which the Contractor comes in contact while performing the contract work.

All machine rooms, hoistways, pits, elevator equipment, car and landing sill grooves will be kept free of dust, dirt, grease, oil, and foreign debris.

The Contractor will use reasonable care to minimize the generation of waste and properly dispose of all waste it does generate.

The Contractor will use reasonable care to minimize the risks its work poses to the environment, the customers, the general public, and the contract employees.

GSA and its contractors are required to procure and use products containing recovered materials environmentally preferable, bio-based products or Energy Star/FEMP. These items will be used to the maximum extent feasible unless the item is not available competitively within a reasonable time frame, or does not meet appropriate performance standards., or is only available at an unreasonable price.

The Contractor shall make Safety Data Sheet (SDS) available to their employees in accordance with 29 CFR 1910.1200. SDS shall also be made available to the CO or their designee on request. The Contractor shall prepare and submit a hazardous materials inventory as an appendix to the building operating plan. The inventory shall itemize all hazardous materials by specific type as sold with individual SDS and include information pertaining to approximate quantities of each type and exact locations where hazardous materials are to be stored on the premises. This shall be updated and resubmitted annually.

#### **C.16.5.2 VTS Equipment Changes**

The Contractor shall not change or alter the existing elevator equipment or any electrical circuits, wiring, controls, or sequencing without written authorization from the Contracting Officer. If the Contracting Officer authorizes changes, the Contractor shall make appropriate revisions to all elevator documentation to include control drawings, mechanical drawings, manuals, and specifications. All improvements made by the Contractor during the term of this contract shall become and remain the property of the Government. Exchanging parts between any pieces of equipment for any reason is prohibited under this contract.

#### **C.16.5.3 VTS Quality Control Program**

The Contractor shall establish a complete Quality Control Program (QCP) to ensure the requirements of the Maintenance Control Program (MCP) are met as required by the current version of ASME A17.1, Section 8.6.1.2.1. Within 10 calendar days after the contract start date, the Contractor shall submit a copy of its proposed MCP and QCP to the COR. If the MCP or QCP is unacceptable, the Contractor shall correct the COR's identified deficiencies and resubmit the QCP to the COR within 10 calendar days.

The QCP program shall include as a minimum, but not be limited to the following:

An inspection system covering all the services required under this specification for operation, maintenance, and repair of elevator systems and related equipment.

A checklist to be used by the Contractor in inspecting maintenance contract performance during inspections. A list of names and qualifications and the extent of their authority of the individuals who will be performing the inspections shall be submitted for CO acceptance.

The checklist shall include every area of the operation, maintenance, and repair of the mechanical and electrical systems and equipment as defined in the contract specifications as well as the contractor provided MCP. This shall contain the signatures of both the mechanic and his supervisor.

A system for identifying and correcting deficiencies in the quality of services provided by the Contractor before the level of performance becomes unacceptable and the Government inspectors identify deficiencies.

A file containing all inspections conducted by the Contractor and the corrective actions taken to correct the deficiencies shall become the property of the federal government. This report shall be given to the CO or the COR each month by the supervisor. The supervisor will meet each month with either the CO or the COR to assure all contract requirements are being met satisfactory.

#### **C.16.5.4 VTS NCMMS Requirements**

The contractor will be responsible for inputting all NCMMS entries

The contractor shall provide reports for repairs, preventative maintenance, completed VTS QA/QC inspection deficiencies, service calls and repairs. It is the Contractor's responsibility to provide the following data points under each VTS scenario:

1. Repairs:

Specifying which equipment and components were repaired.

2. Service Calls:

Time and date of initial call including description of problem

The name of the individual who placed the service call.

The location of the problem.

A description of the action taken to resolve the problem.

The time and date corrective action was completed including total downtime.

The name of the technician that corrected the problem.

### 3. Preventative Maintenance:

A full schedule of planned / preventive maintenance broken out for each maintained asset. The information should include specific tasks required to complete the PM task and support the daily, weekly, Monthly items in addition to the Semi-Annual, Annual, 5-year safety inspections.

Examples of required reporting detail taken from the GSA PM Desk Guide dated December 2018: Monthly Elevator #1 are provided for contractor reference:

Machine Room: Dust drive machines, motor generator sets, and control cabinets. Sweep floor, re-lamp inoperative machine room lights and remove trash. Inspect controllers, signal, scheduling and dispatch panels, selectors and selector tapes. Make maintenance adjustments necessary for proper operation.

Pits: Dust ironwork, sweep floor, empty drip pans, re-lamp inoperative lights, remove trash and check for leaks. Check run-by, buffer switch, compensating switch and emergency stop switch. Make maintenance adjustments necessary for proper operation.

Motors; hoist motor, motor generator and regulators: Inspect oil level, oil pick up and belts. Make maintenance adjustments necessary for proper operation. Check for excessive heat, noise and leaks. Lubricate in accordance with manufacturer's specification. Renew brushes as necessary for proper operation. Keep end bells, commutators and brush riggings clean.

Geared Machines: Inspect worm and gear for bottoming and backlash, thrust end play, bearing wear, oil pick up, oil level and packing. Check for leaks and empty drip pan. Renew brushes as necessary. Keep end bells, commutators and brush riggings clean. General Services Administration Preventive Maintenance Guide Effective Date: December 31, 2018 623

Brakes: Observe operation of brake. Inspect drum and shoe clearance and adjust as necessary for proper operation. Clean and lubricate pivot points. Where brake shoes are asbestos containing, check for dust, and practice appropriate cleanup and maintenance precautions.

Car Gate: Clean, lubricate and inspect hangers and all related gate operating mechanisms. Check rollers, up-thrust, interlock, gear box, motor brushes, door control box, cables, safety edge, light rays, gibs, sills, proper operating speed and force close speed. Make maintenance adjustments necessary for proper operation.

Speed Governor: Observe operation, including tension sheave. Check electrical switches for proper operation; check that inspection seals are in place and not broken. Clean and lubricate pivot points.

Lighting: Re-lamp all inoperative lamps located in lamp hatchway, hall landings, position indicators, car stations, dome, and wherever else required. Clean light diffusers and car stations.

Hydraulic Machines: Observe operation of motor and pump, oil lines, tank, controls, plunger and packing. Adjust as necessary for proper operation. Correct excessive creeping. Test manual and emergency control. Clean and lubricate as necessary. Check for and repair leaks on oil lines, tank, and packing. Test manual and emergency control. Clean and lubricate all equipment as necessary for proper operation.

Emergency Items: Check that emergency procedure signs are in place and inspection certificates are current and visible (or filed in buildings manager's office). Check top and side exits and related switches for proper operation. Test alarm bell, emergency stop switch, communications system including emergency phones (shall be tested monthly with check charts available for review in the machine room), fire recall service (key capture, minimum one floor run on Phase II), and any other emergency recall features.

Repair, replace, and adjust parts and equipment as necessary to insure operation in accordance with the manufacturer's specifications. Document each test performed, including the date and results of each test.

Clean up and remove all debris from work areas

#### **C.16.5.5 VTS Safety Codes**

The contractor shall comply with all applicable safety and occupational health requirements set forth in 29 CFR 1910, OSHA'S General Industry Standard. The contractor shall in writing report any unsafe/hazardous conditions once they become aware of them. The contractor shall report immediately in writing any incidents where Government property is damaged or building occupant injuries have occurred. The contractor shall be responsible for all damages caused by the negligence of their employees.

#### **C.16.5.6 VTS Key Control Plan**

The contractor shall establish a key control plan ensuring that all VTS keys issued to the contractor by the Government are controlled and accounted for, and are not lost, misplaced, or used by unauthorized personnel. No keys issued to the contractor by the Government shall be duplicated. The contractor shall report in writing loss of any VTS keys within 12 clock hours of occurrence or at the beginning of the next scheduled workday. If a key is lost the lock for that room will be replaced by the Government and the total cost deducted from the contractor's monthly payment. In the event, the contractor loses a master key, all locks and keys for that system will be replaced by the Government, and the total cost shall be borne by the contractor.

#### **C.16.5.7 Adding or Removing VTS Equipment**

The Government reserves the right to add and remove elevators from this contract at any time. By signing this contract, the Contractor is agreeing in advance to this Government right. The Government will inform the Contractor as far in advance as possible of any changes to the inventory.

If the Government removes an elevator from service to perform work outside the scope of the contract, the Government will deduct the monthly amount currently being paid to maintain that elevator. When the Government returns the elevator to service, it will resume paying the Contractor.

#### **C.16.5.8 Qualifications of VTS Contract Employees**

VTS Supervisor.

According to standard industry practice, the Contractor shall provide competent supervisory personnel that are fully conversant in English.

The supervisor(s) shall be always available by telephone while contract work is being performed.

Elevator Maintenance Mechanic.

The personnel employed by the Contractor shall be capable employees, trained and qualified in elevator maintenance and repair work. Elevator maintenance mechanics performing contract work shall have journeyman status as recognized by the industry and/or the National Association of Elevator Contractors (NAEC) Certified Elevator Technicians (CET) or the (NEIEP) National Elevator Industry Education Program.

#### **C.16.5.9 VTS Supplies, Materials, and Equipment**

Furnished By the Government.

When the COR determines it to be available and appropriate, the Government will provide space in the building for the Contractor's expendable supplies, replacement parts, tools, and equipment.

When requested by the Contractor, the Government will provide drawings and specifications (if available) for the elevators. The Contractor will keep these documents at the work site. When the contract expires, these documents must be returned to the GSA official from whom they were obtained.

Furnished By the Contractor.

The Contractor will provide all labor, supplies, materials, repair or replacement parts, tools, and equipment (including diagnostic tools and equipment) necessary to perform the work specified in this contract efficiently and effectively.

The Contractor will provide a stock of expendable supplies and an approved container for storing used wiping towels in each machine room. The Contractor shall determine the appropriate stock levels needed in the building.

All parts replaced under the provisions of this contract shall be from the original equipment manufacturer, manufactured to OEM specifications, or shall be replacement parts recommended by the equipment manufacturer. The contractor is not permitted to swap out parts from the various elevators to identify or correct a faulty piece.

#### **C.16.5.10 VTS Inspections and Tests**

Maintenance and Repair Inspections by GSA.

The Government reserves the right to make any test or inspection it deems necessary to make sure that all performance requirements are being maintained.

Safety Deficiencies.

If any condition is disclosed which constitutes a safety hazard to either VTS passengers or equipment, that unit shall be removed from service immediately. After corrections have been made and reported to the COR, the subject unit shall be placed back in service.

Annual, Semi-Annual Inspections, and Five Year Test.

GSA Scheduling personnel, or other persons employed for that purpose, will schedule with the Contractor (at least 48 hours in advance), and conduct elevator inspections as required in the Code by a QEI Certified Inspector. The Contractor will provide qualified elevator mechanics to accompany the Government inspector and perform each inspection test at no additional cost. The Contractor will also supply at no additional cost any needed equipment to assist with the test or inspection.

Reports. The Government will furnish a written inspection report to the Contractor who shall correct all listed deficiencies by the date specified in the report. However, any deficiency marked "EMERGENCY" must be corrected in the shortest possible time consistent with the nature of the problem and the best practices of the trade.

Corrections. When all listed deficiencies have been corrected, the Contractor will sign and date the inspection report and return it to the Contracting Officer. At its discretion, the Government may then re-inspect the work.

The Contractor will perform all elevator tests required by the latest edition of the Code. Any damage to the elevator equipment caused by any such test shall be repaired by the Contractor at no additional cost to the Government. At its discretion, the Government may have representatives present to witness any or all such tests. Any tests that incapacitate a bank of elevators that may need to be performed after hours shall be done so at no additional cost to the government.

In addition to the requirements stated in the Code for the Five-Year test of safeties at rated load and rated speed, the Contractor shall:

Check and adjust existing load weighing devices to ensure that they perform their intended function at the correct weight.

Make all adjustments required to ensure that the safety devices perform their intended function as designed.

File smooth any guide rail damage caused by setting of the safety devices.

#### Firefighter Service Test.

The Contractor shall test the firefighters' service recall system for each elevator on a monthly basis according to all the requirements of the code. The contractor shall provide the test results to the COR on the "Elevator Firefighter Service Recall System Report Form," found in the MCP, 5 days after test completion. All tests shall be performed during other than Contractor work hours at no additional cost to the Government. Firefighter service testing shall begin within the first month of this contract and continue each month thereafter.

#### Contract Close-out Inspection.

Prior to the expiration of the contract, the Contractor and the COR together will inspect all elevators. The COR will prepare an Existing Deficiency Report that lists the deficiencies found. The Contractor will correct all the enumerated deficiencies that fall within the scope of this contract. The Contractor is also responsible for deficiencies that are discovered after the close-out inspection but before the expiration of the contract.

The Contractor may dispute the Contracting Officer's decision concerning responsibility for deficiencies and file a claim under the "Disputes Clause" of this contract. However, pending a resolution, the Contractor will perform the work.

The Contracting Officer may take deductions from moneys due the Contractor for any deficiency that remains uncorrected when this contract expires. Such deductions will be based upon the cost to the Government of having the deficiencies corrected by other means.

#### **C.16.5.11 VTS Repairs**

Repairs that are caused by electrical power outages, third party vandalism, misuse/abuse by third parties, or acts of God (e.g., hurricanes, tornadoes, earthquakes, hail, or floods), including

natural disasters where the Contractor took all reasonable precautions and exercised due diligence, are fully reimbursable.

The Contractor shall immediately perform all repairs necessary to ensure continuity of operations and return all equipment to service as soon as possible. All repairs shall be completed within 24 hours from the Contractor's receipt of a service call, NCMMS, or otherwise in writing by the COR.

The Contractor shall provide written justification for all repairs expected to exceed the 24-hour limitation. The COR or building management is authorized to waive the 24-hour requirement, and he or she shall notify the Contractor in writing of the new date the repair must be completed. The COR, at his or her discretion, may initiate deduction proceedings if in his or her opinion, after 24 hours, the repair is not proceeding as agreed to by the Contractor or as directed by the COR.

The Contractor shall advise the COR on the progress of all repairs on a daily basis. Work shall not be delayed to notify the COR except where guarantees or warranties are involved, in which case, the COR shall be notified prior to repairs being made.

The Contracting Officer will, whenever necessary, decide whether a repair is included in the monthly price for operations and maintenance services, or separately reimbursable via task order. The Contractor may dispute the Contracting Officer's decision and file a claim, under the "Disputes Clause" of this contract. However, pending a resolution, the Contractor will perform the work. All repairs except for the exclusions, listed above, will be the sole responsibility of the contractor.

The Contractor shall furnish a record of all repairs/inspections made to the elevators, their accessories, or appurtenances to be entered into the NCMMS on a monthly basis.

#### **C.16.5.12 VTS Service Calls**

"Service Call" is a report of an elevator malfunction made by GSA personnel or designated building occupants and the Contractor's subsequent response to, and correction of, the problem.

Whenever called by the COR, Authorized Ordering Representative, or his designee (7 days per week, 24 hours per day), the Contractor shall respond promptly. In no case may the arrival time exceed that listed below:

#### **Elevator Maintenance and Repair**

PERFORMANCE OBJECTIVE	PERFORMANCE STANDARD AND AQL
Perform Preventative Maintenance	Elevators are fully operational 99% of the time.

Repair Service Calls	Repairs are made in a timely manner; GSA is informed of expected repair time within three hours of call.
Emergency Calls	Response and repair is made within the specified time; response: 1 hour. <b><i>[[[This response time will need adjusted based on location of the facility, particularly those located in more rural or remote areas.]]]</i></b>
Submit Maintenance & Repair Reports	Accurate reports are delivered within two business days 90% of the time.

For each service call, the Contractor shall provide to the COR, documentation that contains the following minimum information. This information will be entered into NCMMS database.

A description of the problem.

The location of the problem.

A description of the action taken to resolve the problem.

The time and date corrective action was completed.

The name of the person who corrected the problem.

The name of the individual who placed the service call

.

#### **C.16.5.13 VTS Preventative Maintenance**

Preventive Maintenance (PM) is defined as regularly scheduled work on the elevator(s) that the Contractor must do to accomplish the following:

The Contractor shall use the MCP along with the manufacturer's recommendation as a minimum requirement to perform scheduled PM. The work shall be performed on the VTS equipment listed in the NCMMS asset lists.

The Contractor shall develop a PM schedule for all equipment identified in the MCP. The PM schedule shall be submitted to the COR for approval 10 calendar days after the contract start date.

Check Charts: The Contractor shall develop, properly use, and maintain preventive maintenance check charts for each elevator and any other pieces of equipment covered by this specification. ASME A17.1, Section 8.6.5.7 provides requirements for the recording of oil use in

hydraulic elevators where part of the hydraulic cylinder or piping is not exposed. The elevator check charts shall be posted and left in the respective elevator machine room. Check charts used for other equipment shall be posted as directed by the COR. Entries on each chart shall be made by Contractor personnel to indicate the completion status of all maintenance items and shall be initialed by the Contractor's supervisor for validation that scheduled maintenance has been completed and inspected by the supervisor on a weekly basis. Contractor provided check charts are subject to COR approval prior to use by the Contractor 10 calendar days after contract start date.

GSA may require the contractor to use GSA specific reporting documents both electronic and hard copies such as call reports, inspection reports, check in and check out reports etc. Also the contractor shall provide all reporting documents required by the ASME A17.1 code.

Prior to removing an elevator from service, the elevator mechanic shall coordinate the removal with the GSA representative.

## **C.6.17 Photo Voltaic Systems and Electrical Vehicle Support Systems**

**[[[Note to Spec Writer: delete if not applicable and leave the paragraph reserved.]]]**

### **C.6.17.1 General**

The Contractor shall ensure that all Photo-Voltaic (PV) and Electric Vehicle Support (EVSE) systems are able to produce and dispense their design power output. These services include the performance, inspection, testing, acceptance, and preventive maintenance and repair of Photo-Voltaic (PV) and Electric Vehicle Support (EVSE) systems and supplies.

### **C.6.17.2 Operation**

The Contractor shall inform building management of all tenant initiated EVSE service calls. The Contractor shall not connect or disconnect any EVSE from any vehicle.

### **C.6.17.3 Maintenance**

The Contractor shall ensure a preventive maintenance schedule is developed and executed in conformance with manufacturers' equipment recommendations and the following NFPA standard:

- NFPA 70B, Recommended Practice for Electrical System Maintenance

### **C.6.17.4 Testing and Inspecting**

**[[[Note to Spec Writer: For large PV/ EVSE installations, insert this sentence: "Annual and semiannual PM inspections may be divided into several months using NCMMS route plans to better control the work load."]]]**

For PV systems, testing and inspection shall include the generating panels and interconnecting wiring and inverter systems including meters and monitoring equipment and any meteorological sensing and recording equipment. The contractor shall develop a written inspection plan that includes any necessary fall protection requirements. This inspection plan will be provided to the COR for approval within 90 days on contract award. For PV and EVSE equipment the contractor shall record in NCMMS any available total power meter data and analyze the data for trends and expected and abnormal changes.

#### **C.6.17.5 Reporting**

The Contractor shall report the condition of PV and EVSE systems, their ability to produce or dispense rated power, total power transferred and any trends that would impact future power transfer. The report will include the year over year raw data and its analysis in a spreadsheet format.

## SECTION 7 ADMINISTRATIVE INSTRUCTIONS

### C.7.0 Initial Inspection

The contractor(s) (*i.e.*, incoming Contractor for new facility, outgoing contractor and incoming Contractor for an existing facility) and the CO or designee shall make a complete and systematic initial inspection together during the startup phase for a new facility or the transition phase for an existing facility that shall include all mechanical, electrical, fire protection, and life safety systems, environmental systems, utility system, windows, motorized blinds, if applicable, doors, and other structural features for which maintenance and repairs are covered by the PWS. The purpose of this inspection is to discover and list in an existing deficiency report all deficiencies that exists in the equipment and systems covered by the PWS, as well as the Contractor's (incoming contractor) itemized price (including labor, materials, overhead, and profit) for correcting each deficiency. This report covers all equipment and systems within the building regardless of whether or not they are listed in the building inventory. The Government will elect to have all or any part of this work performed by the incumbent contractor, incoming Contractor, Government employees, or other contractors. The incumbent contractor will be given the opportunity to correct items in the Initial Deficiency Report. The existing deficiency report shall not include any items that would be replaced, repaired or adjusted during the performance of normal preventive or predictive maintenance.

**[[[Note to Spec Writer: Regions can alter language in 7.1, as needed. Regions can choose to allow the Contractor to conduct the existing deficiency inspection without the CO or designee present. In these instances the following language shall be inserted: "The CO or designee shall defer/approve inspection activities without the presence of a Government representative, subject to adequate documentation of conditions found by the Contractor".]]]**

### C.7.1 Existing Deficiency Inspection/Initial Deficiency Report

**[[[It is recommended that a GSA staff or equipment specialist accompany the Contractor on this inspection.]]]**

The existing deficiency inspection and list is meant to identify and document deficiencies that exist in the equipment and systems covered by this PWS, but that shall not be repaired during routine preventive maintenance, and includes the Contractor's itemized price (including labor, materials, overhead, and profit) for correcting each deficiency. Existing deficiency Inspections are viewed as primarily "visual inspections" not a teardown inspection. If preventive maintenance, repair, or any other types of teardown or detailed engineering inspections later disclose a possible deficiency, then the determination of whether or not the deficiency was "Initial" will be made by the CO and COR. This inspection is required to be documented including all data required by the Initial Deficiency Report. If applicable, the Contractor will photograph the identified deficiency and provide a detailed explanation and location of the deficiencies. The Contractor shall submit an Initial Deficiency Report to the CO or designee for approval not later than \_\_\_\_ business days **[[[Insert timeframe, recommend 15 business days]]]** after the award of the Contract. Any dispute between the Government and the Contractor as to the classification of an Initial Deficiency

Report items shall be resolved under the Disputes Clause of the Contract (FAR 52.233-1). After submission of the Initial Deficiency Report the Contractor shall provide itemized estimates for correcting each deficiency that has been identified by the Contracting Officer or designee and the estimates shall remain in effect for \_\_\_\_\_ business days. **[[[Insert timeframe]]]** Deficiencies discovered after the submission of the Initial Deficiency Report shall not be considered pre-existing for purposes of this Contract, unless equipment is operational and cannot be secured and inspected. Any piece of equipment or system that cannot be inspected shall be identified as such within NCMMS asset records logs at the beginning of the deficiency report stating why it cannot be secured and inspected. An estimate of when the Contractor reasonably expects to be able to inspect the piece of equipment shall be provided. Equipment that can be brought into an acceptable level of operation through basic preventive maintenance and operational procedures must be done so and at no additional cost to the Government. As each piece of equipment is examined the Contractor shall document what shall be accomplished, if anything, to bring the equipment into an acceptable level of operation. Equipment shall be placed on a repair priority schedule by the Contractor, which schedule must be reviewed adjusted, and approved by the COR. The Contractor shall be responsible for making immediate adjustments or corrections that fall within the scope of routine preventive maintenance and operations required by this Contract. This includes adjusting controls; adjusting the BAS software, (e.g., correcting set points; reloading programs; restoring equipment being operated manually to automatic operation) this does not include changing established sequences of operation or programming sequences; testing water sensors, applying lubricants; cleaning fan housings, fans, coils, dampers, AHU sections, and equipment rooms, and replacing consumable parts or components. When an existing deficiency in an item is corrected, the Contractor shall assume full responsibility for the subsequent repair of the item as covered under the terms of this Contract at no additional cost to the Government. Nothing in the Initial Deficiency Report shall be construed as diminishing the obligations imposed by this Contract upon the Contractor to operate any deficient item (to the extent operable) or to adjust or maintain any such item.

### **C.7.2 Startup Phase/Transition Phase**

**[[[Note to Spec Writer: Regions shall choose either the Startup Phase or Transition Phase language below depending on whether the building is new/renovated or an existing facility. The recommended Startup Phase is 60 – 90 business days but shall be longer if warranted. If the building is an existing facility that is continuing operations rather than a newly completed construction or after being returned to operation after a major recapitalization renovation, use the Transition Phase paragraph. Since the Transition Phase services are performed before the Contract start date, regions shall decide whether they shall require the Contractor to factor the cost for this service into their monthly Contract cost, or if they capture this cost as a separate line item.**

**If there is not an accurate building inventory available, then include a separate line item cost in RFP to provide additional time and funds for the Contractor capture a new inventory.**

**The Startup Phase language immediately below is for O&M services following new construction or a major recapitalization renovation project. Regions may decide to separate the costs associated with the Startup Phase as a line item.]]]**

### **C.7.2 Startup Phase (New or Modernized Facility)**

The Contractor shall provide within \_\_\_\_\_ business days **[[[Insert timeframe]]]** of startup services assistance in transitioning between the construction contractor's temporary operations and the O&M Contractor's initial operations. During this period, the building may be primarily unoccupied except for security personnel and transient GSA, agency, or Contractor personnel carrying out functions related to completing construction punch lists or in preparation of initial occupancy by tenants. During this period as equipment is accepted by the Government and officially (in writing) turned over to the Contractor for operations, the Contractor shall:

- a. Operate HVAC equipment to maintain conditions sufficient to avoid damage to finishes, especially millwork.
- b. Manage warranties, in cooperation with the construction manager.
- c. Submit a written Building Operating Plan for the Government's review.
- d. Assist with commissioning activities (note: commissioning schedules shall be made available on request by the CO or designee).
- e. Provide site access and escort to agency personnel and Contractors as necessary. If such services take more than 20 hours per week, then the Contractor shall be reimbursed by GSA for the additional time in accordance with the Additional Services provisions in this PWS.
- f. Inspect all major or exposed HVAC equipment for cleanliness, absence of rust, accessibility for maintenance purposes, and other visible problems.
- g. Inspect machine rooms for OSHA compliance.
- h. Complete a building location and equipment inventory, including equipment attributes used by the NCMMS and develop a Preventive Maintenance Schedule on equipment inventory. This data shall be recorded. The Contractor shall provide certification to the CO or designee that the equipment inventory is complete and accurate in NCMMS.
- i. Inventory any stock of materials and repairs parts provided as part of the construction contract to the Government for safekeeping.
- j. Identify defects in equipment and systems covered by this Contract that were not previously identified in punch list records and notify the Government of such defects for inclusion in the punch list. If such deficiencies are determined to be out of scope for inclusion in the construction contractor's punch list, the Contractor shall compile such items in an Initial Deficiency Report as well as provide an itemized estimate for correcting each deficiency.
- k. Contractor shall train employees on all equipment operated and maintained by Contractor, including new equipment added during construction or renovation. Contractor training shall include BAS access, control procedures and continuance of operations during emergencies. Additionally, the sequences of operations for equipment and systems as initially programmed shall be maintained by the Contractor for reference. The Contractor shall maintain the records of the training and make records available to the CO or designee upon request.

- l. Contractor shall obtain ENT credentials.
- m. Complete the Government-furnished NCMMS training as well as the re-tuning training.

*n. **[[[For ESPC/ UESC bldgs. Add this statement: Obtain and review ESPC/UESC documentation to ensure adequate operating and maintenance requirements for realized energy and water savings are incorporated into the Contractor's performance plan, building operating plan, maintenance schedules, and other applicable documents required by this contract.]]]***

#### **C.7.2.1 Startup Phase Schedule (Transition Phase)**

Within \_\_\_\_\_ business days **[[[Insert timeframe]]]** of the startup phase commencement, the Contractor shall submit a work and oncoming staffing schedule to the CO or designee for the startup phase. This schedule shall describe on a weekly basis, work to be accomplished and staff to be on boarded. At the end of each week during the startup phase, the Contractor shall submit a report describing the work accomplished that was actually completed.

**OR**

#### **C.7.2 Transition Phase**

**[[[Note to Spec Writer: Check the current contract for the phase-out period.]]]**

The Contractor shall provide within \_\_\_\_\_ business days **[[[Insert timeframe]]]** of transition services prior to the Contract start date to assist transitioning between contractors. **[[[Note to Spec Writer: Refer to the note above and choose to ask the Contractor to either account for this cost in its monthly Contract amount or to account for this cost in a separate line item.]]]** The purpose of this phase is to permit a transition that is seamless to the tenants and to assess the condition of the building and incomplete maintenance work at the time of contractor transition. During this period, the incoming Contractor shall:

- a. Revise and submit to the CO or designee by the end of the startup phase an updated building operating plan.
- b. Inspect the condition of all equipment and systems for which the Contractor shall assume responsibility.
- c. Revalidate and provide corrections to NCMMS locations and equipment inventory. Provide Work Order history and document all deferred or open Work Orders. Provide a consolidated list of Work Orders that are deferred, open, pending completion and submit an Action Plan on completing these items. The Contractor shall provide certification to the CO or designee that the equipment inventory is complete and accurate in NCMMS.
- d. Review the preventive maintenance schedule in the NCMMS. Cross-check preventive maintenance schedules and guides used by the outgoing contractor versus any newly proposed guides and schedules. The new periodic maintenance schedule and guides shall be based off of the last time preventive maintenance was performed and in accordance with the requirements of this Contract.

- e. Review the current schedule of maintenance and revalidate in line with accepted proposed maintenance schedule.
- f. Be responsible for creating and maintaining the preventive maintenance schedule in the NCMMS and entering data of past performance of maintenance for each piece of equipment where needed.
- g. Complete the Government-furnished NCMMS training, as well as the re-tuning training.
- h. Submit an Initial Deficiency Report, including an itemized estimate for correcting each deficiency to the CO or designee not later than \_\_\_\_ business days **[[[Insert timeframe, recommend 15 business days]]]** after the award of the Contract.
- i. If the Contractor-proposes custom job plans, obtain approval from the CO or designee and load the custom job plans into the NCMMS. Note: The NCMMS contains PBS job plans, and the latest Preventive Maintenance Guide.

#### **C.7.2.1 Transition Phase Schedule**

Within the \_\_\_\_business days **[[[Insert timeframe]]]** of the transition phase commencement the Contractor shall submit a work and oncoming staffing schedule to the CO or designee for the transition phase. This schedule must describe on a weekly basis the work to be accomplished and the staff to be on boarded. At the end of each week during the transition phase, the Contractor must submit a report describing the work that was actually completed.

#### **C.7.3 Phase-out Transition Period**

When the Contract ends, the Contractor shall comply with FAR Clause 52.237-3 Continuity of Services. During this phase-out period, the contractor shall also:

- a. Assist the CO or designee and incoming Contractor for a seamless transition in operations and maintenance with no adverse effect on the building tenants.
- b. Provide GSA and the incoming contractor with access to all records and official documentation (both hard copies and electronic as applicable) required by this Contract.
- c. Provide training to the incoming Contractor on methods of accessing and programming the BAS and other control systems.
- d. Show the incoming Contractor where all archived programs and systems literature is maintained. On the last performance day of the Contract, the Contractor shall turn over to the CO or designee all keys and identification badges or cards.
- e. Coordinate and complete disposal, cleanup, and transfer of all materials according to applicable laws.
- f. Provide all data records (e.g., database files, and spreadsheets) relating to building systems, assets, Work Orders, permits, work activities and other related matters to the CO or designee.
- g. Provide NCMMS transition services to assist transitioning between incumbent and incoming contractors.
- h. **[[[ESPC/ UESC Bldgs. add this para. Otherwise delete]]]**: Obtain and review ESPC/UESC documentation to ensure adequate operating and maintenance requirements for realized energy and water savings are incorporated into the Contractor's performance plan, building operating plan, maintenance schedules, and other applicable documents required by this contract.

#### **C.7.4 Contract Closeout Examination and Withholding of Final Payment**

On a mutually agreed-upon date, but no less than 90 business days prior to the Contract date, the Contractor and the CO and/or designee shall, together make a complete inspection of all mechanical, electrical, plumbing, structural, and utility distribution systems and equipment at the site covered by this Contract. This inspection is to establish the condition of the building systems. There shall be no additional expense to the Government with regard to this inspection and testing regardless of the time or date scheduled. The Government shall employ the services of another contractor in the development of such a deficiency list and upon completion provide the Contractor with a copy of work not completed, including the monetary value the Government has assigned for each item. Based upon this inspection, the Contracting Officer or designee shall provide an existing deficiency list to the Contractor. The Contractor shall have 30 business days from the receipt of this list to correct all items that fall within the scope of this contract.

It remains the responsibility of the Contractor to make all adjustments (preventive maintenance and repairs) to bring all equipment to an acceptable level of performance and satisfaction as determined by the CO or designee. All such work is to be completed and found acceptable by the CO or designee prior to the Contract expiration date. Final payment shall be reduced by the value of work not completed or found unacceptable.

## SECTION 8 PUBLICATIONS AND CITED STANDARDS

### C.8.0 Publications

The following publications, executive orders and legislative acts are incorporated by reference as setting quality, performance, and design standards for work required in this PWS. Unless a specific date is provided, references are for the current edition published at the time of issue of the solicitation, including any addenda or errata published by the issuing organization. The Contractor is responsible for obtaining access to all referenced documents at its own expense.

**[[[Note to Spec Writer: Regions shall add or delete references as applicable to their location. Indicate whether the publications shall be provided by the region or if they are available via the web site in document titled “Web Links” at: [Operations and Maintenance Specification.](#)]]]]**

- Public Buildings Service Operations and Maintenance Standards 2018
- Facilities Standards for the Public Buildings Service (PBS P100)
- U.S. Courts Design Guide
- Asbestos Hazard Emergency Response Act
- ASHRAE Guideline 1 HVAC Commissioning Process
- ASHRAE Guideline 4 Preparation of Operating and Maintenance Documentation for Building Systems
- ANSI/ASME A17.1 Safety Code for Elevators and Escalators
- ANSI/ASHRAE Standard 15 Safety Code for Mechanical Refrigeration
- ANSI/ASHRAE Standard 34 Number Designation and Safety Classification of Refrigerants
- ANSI/ASHRAE Standard 55, Thermal Environmental Conditions for Human Occupancy
- ANSI/ASHRAE Standard 62, Ventilation for Acceptable Indoor Air Quality
- ANSI/ASHRAE Standard 100, Energy Conservation in Existing Buildings/Commercial
- ANSI/ASHRAE Standard 111, Practices for Measurement, Testing, Adjusting, and Balancing of Building Heating, Ventilation, Air-Conditioning, and Refrigeration Systems
- ANSI/ASHRAE Standard 188 Legionellosis: Risk Management for Building Water Systems
- ANSI/ASSE A1264.2-2012 Standard for the Provision of Slip Resistance on Walking/Working Surfaces
- ANSI/IWCA I-14.1, Window Cleaning Safety Standard
- American Society of Mechanical Engineers ASME A17.1/CSA B44, Safety Code for Elevators and Escalators
- ASME A17.2, Inspector's Manual for Elevators
- ASME Boiler and Pressure Vessel Code
- ASME CSD-1 Control and Safety Devices of Automatically Fired Boilers
- Building Technologies Technical Reference Guide: refer to website page: [Operations and Maintenance Specification](#)
- Child Care Center Design Guide PBS-140

- Clean Air Act, 42 U.S.C. § 7401 *et. seq.*
- Clean Water, 33 U.S.C. § 1251 *et. seq.*
- DOE/EE-0157, International Performance Measurement and Verification Protocol
- Energy Policy Act of 2005, 42.U.S.C. § 13201 *et. seq.* and 42 U.S.C. 15801 *et seg*
- Energy Independence and Security Act of 2007, 42 U.S.C. *et seg.*
- EPA Green Book
- EPA Purple Book
- Executive Order 13693 Planning for Federal Sustainability in the Next Decade
- Executive Order 13788 Buy American and Hire American
- GSA Order CIO 2100.1K GSA Information Technology Security Policy
- GSA Sustainable Environmental Management System (GSA.GOV/SEMS)
- GSAlink Standard Operating Procedure, refer to website page: [Operations and Maintenance Specification](#).
- Guideline 3-1990 and addendum, or latest, FAR 52.223-2, Affirmative Procurement of Biobased Products Under Service and Construction Contracts; ARI Standard 700-1988, Specifications for Refrigerants or latest edition, and appendix A to 40, C.F.R., part 82, subpart F, Recycling and Emissions Reduction.
- International Building Code
- International Fire Code
- International Plumbing Code
- International Mechanical Code
- National Board of Boiler and Pressure Vessel Inspectors, National Board Inspection Code
- NETA Maintenance Testing Specification for Electrical Power Distribution Equipment and Systems
- TP-1, National Electrical Manufacturers Association (NEMA), Guide for Determining Energy- Efficiency for Distribution Transformers
- NEMA MG-1., Motors and Generators
- NEMA Application Guide for AC Adjustable Speed Drive Systems
- NFPA 10, Standard for Portable Fire Extinguishers
- NFPA 12, Standard on Carbon Dioxide Extinguishing Systems
- NFPA 12A, Standard on Halon 1301 Fire Extinguishing Systems
- NFPA 13, Standard for the Installation of Sprinkler Systems
- NFPA 14, Standard for the Installation of Standpipe and Hose Systems
- NFPA 17, Standard for Dry Chemical Extinguishing Systems
- NFPA 17A, Standard for Wet Chemical Extinguishing Systems
- NFPA 20, Standard for the Installation of Stationary Pumps for Fire Protection
- NFPA 22, Standard for Water Tanks for Private Fire Protection
- NFPA 24, Standard for the Installation of Private Fire Service Mains and Their Appurtenances
- NFPA 25, Standard for the Inspection, Testing, and Maintenance of Water-Based Fire Protection Systems
- NFPA 54-ANSI Z223.1 - National Fuel Gas Code
- NFPA 70, National Electrical Code

- NFPA 70E, Standard for Electrical Safety in the Workplace
- NFPA 70B, Recommended Practice for Electrical Equipment Maintenance
- NFPA 72, National Fire Alarm and Signaling Code
- NFPA 80, Standard for Fire Doors and Other Opening Protectives
- NFPA 85, Boiler and Combustible Systems Hazards Code
- NFPA 92, Standard for Smoke Control Systems
- NFPA 96, Standard for Ventilation Control and Fire Protection of Commercial Cooking Operations
- NFPA 101, Life Safety Code
- NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives
- NFPA 110, Standard for Emergency and Standby Power Systems
- NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems
- NFPA 780 - Standard for the Installation of Lightning Protection Systems
- NFPA 2001, Standard on Clean Agent Fire Extinguishing Systems
- National Institute for Certification in Engineering Technologies (NICET) publications and issuances
- National Institute for Safety and Health publications and issuances
- Presidential Memorandum, June 20, 2014, entitled: "Creating a Federal Strategy to Promote the Health of Honey Bees and Other Pollinators"
- PBS Order 1095.2 Fuel Storage Tank Management
- PBS Order 100.7 Drinking Water Quality Management
- Property Managers Child Care Desk Guide
- Resource Conservation and Recovery Act, 42 U.S.C. 6901 *et seq.*
- Safe Drinking Water Act, PL 93-523, as amended, 42 U.S.C. 300f *et seq.*
- Sheet Metal and Air Conditioning Contractors National Association HVAC Systems Testing, Adjusting and Balancing
- Technology Policy for PBS-Owned Building Monitoring and Control Systems refer to website page: [Operations and Maintenance Specification](#)
- 29 C.F.R. part 1910, OSHA General Industry Standards
- 29 C.F.R. part 1926, Safety and Health Regulations for Construction
- 40 C.F.R. Protection of Environment
- 40 C.F.R. part 761, Polychlorinated Biphenyls (PCBs) Manufacturing, Processing, Distribution in Commerce, and Use Prohibitions, in general and specifically with regard to Electrical Transformers
- 40 C.F.R., 141.43, Sections A and D, EPA Safe Drinking Water
- 41 C.F.R. part 102-74, – Facility Management
- Toxic Substances Control Act, 15 U.S.C. § 2601- 2629 *et. seq.*
- Onsite Photovoltaic Maintenance Standards – Standard Operating Procedure Effective April 2021.
- ASTM E2777
- ASTM E2400

## SECTION 9 CUSTODIAL AND RELATED SERVICES

### C.9.0 General

This section serves to outline the Contractor's actions related to Custodial and related services. The requirements of Section C.1 are applicable throughout the custodial and related services program with the following additional requirements

### C.9.1 The Contractor shall

- Use innovation, technology and other means and methods to develop and perform the most efficient cleaning services for the building.
- Provide training/certifications for their employees that stress stewardship and effective communication in cleaning practices. Current information on stewardship, training, educational materials and other issues can be found on the web sites including but not limited to Stewardship for the Cleaning of Commercial and Institutional Buildings ([www.astm.org](http://www.astm.org)) and ISSA's website ([www.issa.com](http://www.issa.com)).
- Adhere to Architectural Barriers Act Accessibility Standards (ABAAS) requirements for all new procurements and installations related to this PWS.

### C.9.2 Cleaning Hours

Cleaning shall take place between the hours of \_\_\_\_ a.m. and \_\_\_\_ p.m. **[[[Region, Specify Cleaning Hours]]]**. The hours shall not be changed unless authorized by the CO or their designee. The Contractor shall provide sufficient staffing and means to respond to service requests during the building(s) normal operating hours, stated on the Custodial Building Information Sheet in Exhibit 9. The performance of disruptive services, including, but not limited to, vacuuming, carpet shampooing, floor waxing, shall be scheduled with GSA and, if applicable, the tenant, for a time when the space is vacant or after normal building operating hours. If the Contractor is unsure as to whether an activity will be disruptive they should check with the COR before proceeding. The Contractor shall submit a cleaning schedule that details when each cleaning activity will be performed, and what equipment will be used to perform the activity to the COR. Night time cleaning is **[[[ Regions decide ]]]** also or NOT authorized.

### C.9.3 Sustainable Cleaning

The Contractor is required to conduct custodial and related services utilizing industry best practices and guiding principles to minimize the Government's environmental footprint.

The Contractor and their personnel shall employ practices and use products and equipment that are energy-efficient, water-efficient, minimize material resource use, and optimize indoor air quality. Examples of such practices include:

- Communicating the building's sustainability performance goals and requirements, as directed by the CO or their designee.
- After cleaning or leaving a room that is unoccupied, turn off lights and water faucets.
- Closing window blinds when practical, especially in the summer, over long weekends, and during extended closures of the building.

- Turning off equipment when not in use. [Note: The Contractor shall never turn off or unplug Government equipment in the space they are cleaning without prior written approval by the CO or their designee. The Contractor must ensure that workers do not adjust mechanical equipment controls for heating, ventilation and air conditioning systems.]
- Notifying the CO or designee of any observed water leaks.
- When replacing existing equipment, strive to acquire replacement equipment in the top 25% of efficiency as per the Energy Star guidelines.
- Employing practices that reduce dependency on non-renewable sources of energy.

#### **C.9.4 Sustainable Purchasing**

The Contractor shall use safe and environmentally friendly products as referenced throughout this specification. This specification requires the Contractor to routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent that meet the sustainable product standards herein in Section C.9.5 and C.9.6. This requirement is compliant with guidance issued by the CDC. The Contractor must routinely wipe down all frequently touched surfaces using a disinfectant from the U.S. Environmental Protection Agency-registered list of products identified as effective against Novel Coronavirus SARS-CoV-2 ([Disinfectants for Use Against SARS-CoV-2](#)) or another product containing the same active ingredient(s) at the same or greater concentration than those on the list. The Contractor must use the product in accordance with directions provided by the manufacturer. The Contractor must wear disposable gloves (e.g., latex or nitrile), facemasks and any additional personal protective equipment as recommended by the cleaning and disinfectant product manufacturers. Contractor shall select and track cleaning product and materials purchases as described herein.

#### **C.9.5 Sustainable Product Standards**

Federal agencies, including contractors, must comply with the sustainable purchasing requirements and the recommended specifications, standards, and ecolabels for each product category in the "Cleaning Products" section of the [Green Procurement Compilation](#). For most product categories in the Green Procurement Compilation, there are links to lists of brand-name products that meet these requirements and recommendations.

The Contractor shall also ensure that: (a) Vacuum cleaners meet the Carpet and Rug Institute (CRI) Seal of Approval <https://carpet-rug.org/testing/seal-of-approval-program/certified-vacuums/>. (b) Chemical concentrates that require dilutions are used whenever possible as compared to ready-to-use products. Dilution control equipment should be utilized to ensure correct dilutions of concentrates and to protect workers from exposure to concentrated chemicals.

### **C.9.6 Proof of Compliance**

(A) 15 days prior to the start of contract performance, the Contractor shall submit to the CO or their designee a product list and, for each product, proof of compliance with the sustainable product requirements. For product categories in the Green Procurement Compilation provided in section C.9.5 for which there are links to lists of brand-name products that meet Federal requirements, a download of the brand-name product page is sufficient proof of compliance. For other product categories, proof of compliance may include third-party certifications obtained from certifier or manufacturer websites, manufacturer product sheets, or screenshots from manufacturer or distributor catalogs or websites.

(B) If the Contractor is unable to meet the sustainable product standards because a product meeting the standards cannot be acquired competitively within a reasonable time frame, does not meet reasonable performance standards, or cannot be acquired at a reasonable price, the Contractor shall provide the CO or their designee or designated representative with a short-written justification for a proposed exemption.

### **C.9.7 Sustainable Cleaning Plan**

The Contractor shall submit a sustainable cleaning plan that sets forth the procedures, products and equipment that will be used to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particulate contaminants. The plan shall include building-specific standards that will apply to dusting, dust mopping, dry floor cleaning, chemical handling and tracking, cleaning equipment and associated planned maintenance. Plan shall also describe how hard floor and carpet maintenance will minimize chemical use; practices for cleaning entryways; practices for the handling and storage of cleaning chemicals to minimize spills, leaks, and other mismanagement; practices related to the use of chemical concentrates and dilutions systems; personnel training; and sustainable cleaning quality control processes. The Sustainable Cleaning Plan is due to the CO or their designee within 15 calendar days before the start of the contract.

### **C.9.8 Hazard Communication Plan**

The Contractor shall submit a hazard communication plan in accordance with the OSHA requirements in 29 C.F.R. § 1910.1200. The plan will list all chemical products proposed to be used in the performance of the contract and include current Safety Data Sheets (SDS) for each product. The plan shall include documentation of training for all Contractor staff in the plan and the hazard communication standard. The plan shall also identify the method of labeling the Contractor will use for all chemical product containers, including secondary dispensing containers used on site. The standard requires the Contractor to maintain a copy of their written Hazard Communication Plan onsite and it must be readily available to employees. The Hazard Communication Plan is due to the CO or their designee within 15 calendar days after the start of the contract. The sustainable cleaning and hazard communication plans may be combined into a single document at the discretion of the Contractor.

### **C.9.9 Safety Data Sheets**

All new products used during the life of the contract must have Safety Data Sheets (SDS) provided to the CO or their designee prior to bringing and/or using these products on site. The

Contractor shall use only commercially available products that meet Federal, State, and local codes.

The Contractor shall maintain the SDS in a location accessible to all employees and shall advise the CO or their designee of its location. The SDS shall be available for inspection by the CO or their designee upon request. The Contractor shall take every precaution to ensure that environmentally sustainable products are used. Information can be obtained from Federal, State, and local agencies concerning safe chemical cleaning materials. An inventory list of products to be used under this contract shall be provided to the CO or their designee. This list shall be updated as necessary, with a copy provided to the CO or their designee, throughout the term of the contract. The CO or their designee shall contact the Contractor immediately if any item is deemed inappropriate for use under this contract.

## **C.9.10 Standard Services**

### **C.9.10.1 Interior Services**

The Contractor shall provide interior standard services for the work items listed below.

#### **C.9.10.1.1 Floor Care**

The Contractor shall provide a floor maintenance schedule as part of their cleaning schedule to the CO or their designee in accordance with The Contractor's Submittals/Deliverables Chart. The floor maintenance schedule must outline routine, periodic, and restorative tasks (stripping and refinishing).

**Bare Floors:** Floors, base moldings, and grout shall be clean, free of debris and other foreign matter. The floors shall maintain their natural luster and not have a dull appearance.

Wet mopping of bare floors shall be cleaned using disinfectant cleaner(s). Floors, surfaces, baseboards, and corners shall be clean and dry. Walls, baseboards, and other surfaces shall be clean with no marks from the equipment. There shall be no visible buildup of finish in corners or crevices.

Mops and cleaning rags shall be cleaned and sanitized before and after each day of use. Mops and cleaning rags used in restrooms including diapering areas in restrooms and Child Care centers shall not be used to clean any other areas.

- **Asbestos Containing Building Material (ACBM) Floors:** Cleaning of flooring that may contain asbestos material, such as Vinyl Asbestos Tile (VAT), shall comply with the methods prescribed in the National Institute of Building Sciences (NIBS) Guidance Manual, 'Asbestos Operations and Maintenance Work Practices. The Contractor shall have a copy of the NIBS Guidance Manual. Upon request, the Government shall make available to the Contractor any asbestos sampling results. **UNDER NO**

### **CIRCUMSTANCES SHALL BURNISHING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.**

- ADP/Data Center Floors: Damp mopping shall be the only method of wet cleaning for floors in Automated Data Processing (ADP)/Data Center spaces.
- Asphalt Floors: Damp mopping shall be the only method of wet cleaning for floors containing asphalt material.
- Granite, Marble and Terrazzo Floors: All applicable floor areas shall be maintained in accordance with the manufacturer's recommendations.
- Loading Dock Floors: Spill residues and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA) and/or State and local regulatory agency requirements.
- Wood Floors: Water solutions shall not be used on wood flooring. There shall be no dry stripping methods used on wood flooring.
- Additional floor types: **REGION USE OR DELETE**
- Stripping Floors: The old finish or wax shall be removed in accordance with standard commercial practices and spots shall be eliminated. There shall be no evidence of burns or wax build-up in corners or crevices.
- Finishing Floors: Walls, baseboards, and other surfaces shall be free of residue and marks from equipment. Floors shall have no streaks, mop strand marks, or skipped areas. The applied finished area shall have a uniform luster.
- Sealing Floors: Sealant must adhere to the floor. Floor areas must be evenly coated with a slip resistant seal.

#### **C.9.10.1.2 Carpets and Rugs**

Extraction (Public Areas Only): Spills, crusted materials and removable spots shall be removed. Harsh brushing or scrubbing shall not be used to minimize deterioration or fuzzing to the carpets and rugs. Cleaned areas of carpets and rugs shall be reasonably blended with surrounding carpets. The Contractor shall coordinate with the CO or their designee the times when carpet shall be cleaned. The carpet shall be dry before customers occupy the building on the next business day. The Contractor shall take measures to prevent the growth of mold and is responsible for any remediation that may be required. Moving of furniture and equipment is to be coordinated with the CO or their designee. Any furnishings or equipment moved are to be returned to their original positions.

Spot Cleaning: A spot is defined as approximately 12" X 12". Carpet surfaces shall be free of removable spots, soiled traffic patterns, debris, gum, and crusted materials.

Vacuuming: Carpet surfaces shall be vacuumed to remove dirt, dust, and other debris. Vacuuming shall be done at a frequency that protects the carpets integrity and to reduce carpet wear. The Contractor shall utilize at a minimum HEPA vacuum cleaners that meet the requirements of the Carpet and Rug Institute's 'Seal of Approval Program.'

#### **C.9.10.1.3 Floor Mats and Runners**

The Government or Contractor (**Region, Select One**) shall furnish all mats and runners.

***[[[Region, If the Contractor Furnishes Mats and Runners, Use This Sentence]]]: Types and sizes of mats and runners are identified in Exhibit 1 the 'Building Information Sheet.'***

The CO or their designee shall approve all mats and runners including mat size, type, and placement.

Mats and runners shall be laid out as specified by the CO or their designee at main entrances, main lobbies, main and secondary corridors at all times. Replacement mats and runners shall be the same type as the original mats and runners. Mats and runners shall be free of spots, soiled traffic patterns, gum, and crusted materials. They shall be cleaned in accordance with the manufacturer's instructions. Any Government provided mats and runners that are found to be non-repairable or cannot be cleaned shall be brought to the attention of the CO or their designee so they can be replaced. Mats and runners shall be stored in accordance with the ANSI/ASSP A1264.2-2006 'Provision of Slip Resistance on Walking/Working Surfaces Guidelines.' When the procurement of new mats and runners is necessary, the Contractor shall adhere to ABAAS requirements.

The use of larger mats and runners, where appropriate, as opposed to several smaller mats and runners, is preferred to eliminate overlapping and to reduce potential tripping hazards.

In the event of wet or inclement weather, mats and runners shall be placed at entrances and at other areas identified by the CO or their designee prior to the building occupants reporting to work. Wet or inclement weather mats and runners shall be removed, cleaned, and stored by the Contractor when the CO or their designee determines that they are no longer required.

#### **C.9.10.1.4 Restrooms, Shower Rooms, Tenant Break Rooms, Locker Rooms, Fitness Centers, Lactation Rooms, Laboratories, Health Units, and Holding Cells**

***[[[NOTE TO SPEC WRITER: Remove any space type(s) not in the facility(s). For holding cells, a site-specific determination should be made based on tenant usage and per the definitions of "routine" within this spec, but would generally be 1x/day for empty/accessible holding cells; if greater frequencies and/or protocols are required by the tenant then that would become an above standard service as noted below]]]***

All areas shall be cleaned in accordance with the applicable standard service requirements outlined in [Section C.10.1](#). These areas and surfaces shall be cleaned and disinfected using EPA registered disinfectants or another product containing the same active ingredient(s) at the same or greater concentration. Food contact surfaces such as tenant break room counters and dining tables shall be cleaned and sanitized with products safe for food contact.

Partitions, doors, vents, sills, and walls shall have no dirt, bodily fluids, waste, and graffiti. Shower curtains shall be cleaned and free of mold and dirt. Shower liners present in locker

rooms shall be cleaned and free of mold and dirt. Shower liners shall be replaced at the Contractor's expense and at a minimum of annually. Locker exterior surfaces shall be free of dust and streaks.

Avoid cleaning of equipment in laboratories and health units that could result in damage to any surface or that could cause contamination with chemicals or infectious materials. Cleaning shall only be performed for areas and surfaces identified in writing by those responsible for managing the laboratories and health units. The Contractor shall submit a safety plan for approval by the CO or their designee.

All areas shall be free of discarded material and trash shall be emptied to prevent the containers from overflowing.

Holding Cells: Routine cleaning of holding cells is a standard service. Holding cell interiors shall include floors, walls, fixtures and surfaces. Cleaning frequencies requested by a tenant that are above the routine standard shall be completed on a reimbursable basis and be approved by the CO or their designee. See section [C.15.11](#) for above standard holding cell cleaning.

Dispensers: The Government or Contractor (**Region, Select One**) shall provide dispensers, including dispensers in tenant break rooms. The Contractor shall replenish supplies and fill dispensers as a standard service. Any Contractor provided dispensers must be approved by the CO or their designee prior to installation. The supplies for the provided dispensers shall be compatible with the dispenser's manufacturer's requirements. Hand soaps shall not contain antibacterial agents except where required by Federal, State, local requirements and health codes. Monies collected from tampon and sanitary napkin dispensers shall be retained by the Contractor who shall provide and replenish the product at their expense. The Contractor shall provide dispenser batteries. In facilities where the O&M Contractor is responsible for dispenser installation, the Contractor will work with the O&M Contractor to ensure dispensers are installed in the proper location. All dispensers installed at accessible lavatories and those serving the general space must meet the requirements for operable parts in the Architectural Barriers Act Accessibility Standards (ABAAS section F205) to ensure use by people with disabilities.

Receptacles: The Government or Contractor (**Region, Select One**) shall provide receptacles. The Contractor, with proper training in blood borne pathogens, shall wear disposable gloves to empty, clean, and disinfect all sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags.

Equipment: All vinyl surfaces of exercise equipment and exercise mats shall be wiped clean and have no dust, dirt, and spots. Cleaning shall be performed under and around without moving or lifting items.

#### **C.9.10.1.5 Fixtures**

All fixtures (washbasins, urinals, modesty panels, toilets, shower stalls, etc.) shall be cleaned and disinfected. All fixtures shall maintain a high level of luster and have no dirt, mold, mildew, streaks, or encrustation.

Drinking Fountains/ Bottle Filling Stations: All fountains and bottle filling stations shall be cleaned, disinfected, free of dirt, watermarks, and other debris or encrustations.

#### **C.9.10.1.6 Surfaces**

Horizontal Surfaces: Routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent. All horizontal surfaces (within approximately 10 feet from the floor) shall be wiped clean and free of dust, dirt, or smudges. Cabinets and desks with papers, computers, and keyboards shall not be disturbed.

Metal, Brass, Woodwork, and Stainless Steel: Surfaces (including corners, crevices, moldings, ledges, handrails, grills, doors, doorknobs, door frames, kick plates, etc.) shall be wiped cleaned and have no dirt, dust, streaks, spots, or smudges.

Glass Cleaning: All glass, clear partitions, mirror surfaces, bookcases, and other glass (within approximately 10 feet from the floor) shall be cleaned and free of dirt, dust, streaks, smudges, watermarks, spots, and shall not be cloudy. There shall be no water spots on the glass or adjacent fixtures and furniture. All interior plate glass (to include glass over and in vestibule doors, all plate glass around entrances, lobbies, and vestibules) shall be cleaned and have no dirt, streaks and shall not be cloudy.

#### **C.9.10.1.7 High-Touch Surfaces**

***[[[NOTE TO SPEC WRITER: This language aligns with CDC guidance for COVID-19. The language in this section should not be altered without prior consultation with Central Office and your regional Industrial Hygienist. For buildings that provide Child Care, see section C.9 for additional requirements in Child Care Centers. ]]]***

The Contractor must routinely wipe down all solid, high-touch (frequently touched) surfaces with cleaning products containing soap or detergent that meet the sustainable product standards in Section C.2.1 and C.2.2 in this specification. This requirement is compliant with guidance issued by Centers for Disease Control and Prevention (CDC), which include the routine cleaning of all high-touch (frequently touched) surfaces. The Contractor must wear disposable gloves (e.g., latex or nitrile), facemasks (if applicable) and any additional required personal protective equipment as recommended by the product manufacturer when cleaning. Cleaning products and application should be chosen so as not to damage interior finishes or furnishings, including GSA's fine arts collections and murals, and historic materials and finishes. "Routinely," for purposes of this scope, is defined as being in accordance with applicable guidance from the CDC, but shall not be less frequently than once daily or once per shift where custodial services

are provided for during more than one shift. Daily is defined as the normal operating hours where the custodial contractor is currently performing the standard services.

Examples of high-touch (frequently touched) surfaces include, but are not limited to the following: handrails, door knobs, access control panels, light switches, countertops, water faucets and handles, elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls.

Individual occupant agencies, not the custodial contractor, are responsible to provide their own products (such as disposable wipes) and to perform cleaning and/or disinfecting of their agency-owned equipment, such as telephones, computers, keyboards, docking stations, computer power supplies, computer mouse devices, personal fans and heaters, and desk lighting.

#### **C.9.10.1.8 Walls**

All wall surfaces shall be cleaned and free of dirt, spots, smudges, and marks. Cleaning shall not cause discoloration.

#### **C.9.10.1.9 Trash and Wastebaskets**

All trash and recycling (including restrooms) shall be collected and removed to a location designated by the CO or their designee. Trash and recycling containers shall be emptied, kept clean, and odor-free. Plastic liners for all trash and debris containers shall not be torn, worn, or contain residue.

#### **C.9.10.1.10 Elevators, Escalators and Stairways**

**[NOTE TO SPEC WRITER: Remove any space type(s) not in the facility(s)]**

Door Tracks: Tracks shall be cleaned and free of dirt, built up grime, and other matter.

Exterior and Interior Car Surfaces: Surfaces shall be cleaned and have no marks, streaks or smudges. Carpets and floors shall be free of removable spots, dirt, and debris. Floors requiring a finish shall be maintained at a high luster.

Exposed Surfaces, Treads, Risers and Landings: Stairways, escalators, entrances, landings, railings, risers, ledges, elevator panels and buttons (inside and outside of the elevator cab), grills, doors, radiators, and surrounding areas shall have no dirt, litter, residue or grime.

**NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR WINDOW WASHING SERVICES USE THE STANDARD BELOW AS A MINIMUM IN YOUR PWS.**

#### **C.9.10.1.11 Interior Window Washing**

The windows shall be cleaned and free of dirt, streaks, and shall not be cloudy. Window sashes, sills, woodwork, and other surroundings of glass shall be wiped clean and free of drippings.

Windows shall be cleaned once per year. Cleaning frequencies requested by a tenant that are above the 'once per year' standard shall be completed on a reimbursable basis and be approved by the CO or their designee. Exterior and interior window washing shall be coordinated to maximize cost effective operations as directed by the CO or their designee. In the event there is blast protection film, the Contractor shall follow the manufacturer's recommendations for appropriate window cleaning methods. The Contractor shall comply with ANSI/IWCA I-14.1, and all Federal, State and local regulations.

#### **C.9.10.1.12 Blinds and Coverings (Not Including Drapes, Curtains and Unique Coverings)**

Dusting of Blinds and Coverings: All blinds, coverings, cord tapes, and valances shall be wiped clean and have no dust and spots. Blinds and coverings that are not operating properly shall be reported to the CO or their designee for repair.

#### **C.9.10.1.13 Fine Arts Collection**

**[NOTE TO SPEC WRITER: Remove this section if it does not apply]**

The Contractor shall work with the CO or their designee to identify artworks in the building which are considered part of GSA's fine arts collection. The Contractor shall work with the CO or their designee and Regional Fine Arts Officer to determine the best way to ensure that regular maintenance such as floor polishing, dusting, and window washing are accomplished in these areas; and to identify and help mitigate site-specific hazards such as pests that may damage the artworks. Decorative surfaces and artwork should not be cleaned, adjacent surfaces should only be wiped clean (no spraying) and acids, peroxides, alcohol and chlorine bleach should not be used on historic materials. Also, the CDC and EPA do not endorse the use of fogging applications. The Contractor shall use cleaning products in accordance with directions provided by the manufacturer.

#### **C.9.10.1.14 Historic Buildings**

**[NOTE TO SPEC WRITER: Remove this section if it does not apply]**

The Contractor shall work with the CO or their designee to identify materials in historic buildings that require special care. Decorative surfaces should not be cleaned, adjacent surfaces should only be wiped clean (no spraying) and acids, peroxides, alcohol and chlorine bleach should not be used on historic materials. Also, the CDC and EPA do not endorse the use of fogging applications. The Contractor shall use cleaning products in accordance with directions provided by the manufacturer. The Contractor shall work with the CO or their designee and Regional Historic Preservation Officer to determine the best way to ensure that regular maintenance does not harm historic materials and finishes. The Contractor can refer to GSA's website for Preservation Tools and Resources (<https://www.gsa.gov/real-estate/historic-preservation/historic-preservation-policy-tools/preservation-tools-resources>.) for additional guidance.

#### **C.9.10.1.15 Policing Inside Areas**

Areas: All building areas shall be free of papers, trash, and other discarded materials.

#### **C.9.10.1.16 Interior and Atrium Plants (Government Furnished Plants)**

**[NOTE TO SPEC WRITER: Remove this section if it does not apply]**

Plants shall be wiped to remove dust. Contractor shall properly hydrate plants, remove dead leaves, and properly fertilize, prune, and treat for infestation. Any dead or withered plants, due to the Contractor's neglect, shall be replaced by the Contractor at no additional expense to the Government. Plants that are the personal property of tenants are excluded.

#### **C.9.10.1.17 Concessions (Cafeterias, Snack Bars and Vending Machine Areas)**

**[NOTE TO SPEC WRITER: Remove this section if it does not apply]**

Public Area Cleaning: The Contractor shall be responsible for cleaning and disinfecting the concession areas (cafeterias, snack bars, coffee bars, and vending machine rooms) that are accessible by the public after the Food Service contractor has closed down for the day. The Contractor is responsible for trash and recycling collection and removal. The Contractor shall clean, disinfect and ensure the areas are free of spillages, food crumbs, spots, smudges, marks, and soil build-up. These areas include: 1) serving area floors that are considered "public", 2) floors in the dining area 3) exterior/interior windows (including ledges and frames) and 4) cleaning of dining room equipment (tables, table tops and bases, chairs, booths, counters, tray carts, furniture, water stations, and trash/recycling collection stations). Also, food contact surfaces such as public area service counters and dining tables shall be cleaned and sanitized with products safe for food contact. Floors shall be maintained using the floor care standard requirements in C.9.10.1.1 Floor Care.

Non-Public Area Cleaning: Concession areas (cafeterias, snack bars and coffee bars) that are not accessible to the public is the responsibility of the Food Service Contractor. This includes federally installed cooking equipment, cleaning of kitchens, storage rooms, walk-in refrigeration, and areas behind serving lines and counters. During service hours, the Food Service Contractor maintains the "public" serving area floors in a clean, spillage-free condition and shall leave the dining room floor in a "broom clean", spillage-free condition in preparation for cleaning by the Contractor.

#### **C.9.10.1.18 United States Postal Space**

**[NOTE TO SPEC WRITER: Remove this section if it does not apply]**

Cleaning: Postal space areas include, but are not limited to, floors, service and box lobbies (including the exterior of post office boxes), swing rooms, work rooms, restrooms, locker rooms, supply rooms, vestibules, and loading docks. All areas shall be cleaned in accordance with the applicable standard service requirements outlined in [C.3.1](#). Postal space floors shall be maintained using the floor care standard requirements in this contract. **UNDER NO CIRCUMSTANCES SHALL BURNISHING, HIGH SPEED BUFFING, OR DRY STRIPPING**

## **METHODS BE USED ON ACBM FLOORING.**

### **C.9.10.2 Exterior Services**

The Contractor shall provide exterior standard services for the work items listed below.

#### **C.9.10.2.1 Exterior Plate Glass**

All exterior glass (to include spandrel glass, glass over and in exterior and vestibule doors, and all plate glass around entrances, lobbies, and vestibules) shall be cleaned, free of dirt, streaks, and shall not be cloudy.

***[[[NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR WINDOW WASHING SERVICES USE THE STANDARD BELOW AS A MINIMUM IN YOUR PWS.]]]***

#### **C.9.10.2.2 Exterior Window Washing**

Both sides of the glass shall be cleaned and free of dirt, streaks, hard water stains, and shall not be cloudy. Windows shall be cleaned once per year. Cleaning frequencies requested by a tenant that are above the 'once per year' standard shall be completed on a reimbursable basis. Interior and exterior window washing shall be coordinated with the CO or their designee to maximize cost effective operations. In the event there is blast protection film the Contractor shall follow the manufacturer's recommendations for appropriate window cleaning methods. Window washing shall be in accordance with OSHA regulations 29 C.F.R. § 1910.30 Fall Hazard and Equipment Hazard Training, 29 C.F.R. § 1910.140 Personal Fall Protection Systems, 29 C.F.R. § 1910.66 Powered platforms for building maintenance, 29 C.F.R. § 1910.27 for scaffolds and rope descent systems, and applicable State and local regulations. An annual deduction to the contract shall be made if the Contractor does not clean any exterior windows for any reason.

The Contractor shall submit to the CO or their designee a written Window Washing Safety Plan 10 calendar days prior to performing these services.

#### **C.9.10.2.3 Canopies**

[NOTE TO SPEC WRITER: Remove this section if it does not apply]

All canopies and anything affixed to or included in the surfaces of canopies shall be cleaned and free of all dirt, dust, cobwebs, bird excrement, trash, and debris.

#### **C.9.10.2.4 Hard Surface Areas**

All areas (sidewalks, brick areas, around light poles, hard surfaces, parking lots, surface parking, garages, dock areas, moats, platforms, driveways, ramps, lanes, etc.) shall be cleaned and be free of dirt, debris, gum, litter, weeds, oil, or grease. No residual dirt shall remain after the removal of the debris. Spill residues and clean-up materials shall be disposed of in

accordance with the Environmental Protection Agency (EPA), and State and local regulatory agency requirements.

#### **C.9.10.2.5 Ash Receptacles and Trash Containers**

All solid waste shall be collected and removed to a location designated by the CO or their designee. Trash containers and ash receptacles shall be emptied, kept clean and odor-free. The Contractor shall remove ash and cigarette butts, and materials. Where required, sand in ash receptacles shall be replenished. Plastic liners for all trash containers shall not be torn, worn, or contain residue.

#### **C.9.10.2.6 Surfaces (Signs, Vending Machines, Tables, etc.)**

Surfaces shall be cleaned, disinfected, and free of dirt, dust, residue, streaks, spots or discoloration. Vending machines (food, drink or atm) that are located inside of the vendor's store operation is the responsibility of the vendor to wipe down frequently touched surfaces such as touchpads, buttons, and knobs. Contact time should be consistent with the manufacturer's recommendations. Spill residue and clean-up materials used shall be disposed of properly.

#### **C.9.10.2.7 Graffiti Removal**

Remove graffiti using normal cleaning methods (e.g., normal graffiti removal cleansers or solvents). Graffiti that cannot be removed with such methods shall be reported to the CO or their designee. Graffiti removal that requires a subcontractor is an [above standard service](#) and requires prior CO approval.

#### **C.9.10.2.8 Excrement Removal (Human, Bird and Animal)**

Cleaning: All steps, stairs, entrances, sidewalks, arcades, landings, and balconies shall be cleaned of excrement only by staff fully trained in Center of Disease Control & Prevention (CDC) precaution protocols and in accordance with the approved exposure control plan (ECP) detailed in [Section C.7](#). Contractor staff shall use the appropriate protective measures and wear personal protective equipment as required by CDC and the ECP when cleaning areas contaminated by excrement. Knowledge of safety requirements in cleaning areas contaminated by bat, pigeon, or another avian pest excrement is required. The Contractor shall fully train all employees designated to perform these services in accordance with Occupational Safety and Health Administration (OSHA) standards and OSHA approved Federal, State, and local regulations.

#### **C.9.10.2.9 Policing Outside Areas**

Policing: All areas including lawn, grounds, planted areas, sidewalks, hard surfaces, parking areas, garages, docks, platforms, driveways, ramps, lanes, etc. shall be cleared of gum, litter, debris, paper, trash, and other discarded materials.

Unimproved Grounds: All areas shall be cleared of trash, debris, and other discarded material each time the native grasses, weeds, etc. are cut.

Fence Lines: Fence lines shall be cleared of trash, debris, and other discarded materials.

#### **C.9.10.3 Snow and Ice Removal**

**[[[NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR SNOW AND/OR ICE REMOVAL SERVICES USE THE STANDARD BELOW AS A MINIMUM IN YOUR SEPARATE PWS.]]]**

The Contractor shall perform snow and ice removal standard services for the snow and ice removal program. Snow and ice removal from entrances, steps, landings, sidewalks, vehicular courts, driveways, plaza areas, roadways, parking areas, child care playground pathways and entrances, areas providing accessibility for people with disabilities, and approaches\_\_\_\_

**[[[(Region, Specify Additional Paved Areas Other Than Those Identified Above)]]]** are included in the standard service price. This does not include snow and ice removal requiring heavy equipment (ride-on equipment such as front end loaders, backhoes, bobcats, snow plows, etc.) Snow removal equipment provided by the Government that is damaged by the Contractor due to neglect shall be repaired or replaced by the Contractor. The Contractor shall be responsible for all costs incurred.

The Contractor shall clear snow and ice before the normal building operating hours to prevent slip hazards. Furthermore, the Contractor shall clear snow and ice during normal building operating hours and is authorized to divert work to accomplish the task. The Contractor shall notify the CO or their designee of the diversion within \_\_\_\_ **[[[(Region, Insert Timeframe)]]]**. The CO or their designee retains the right to determine what type of services and the duration of diverted services for the removal of snow and ice.

The GSA Ordering Official may order additional snow and ice removal services outside of normal building operating hours (i.e., weekends, holidays). The task order shall reflect the days and hours required for snow and ice removal.

The Contractor shall submit a detailed snow and ice removal plan that meets the needs of the GSA as part of the initial proposal package. A finalized snow and ice removal plan is due 15 days prior to the start of the contract. An annual updated snow and ice removal plan is due on October 1 of each year. At a minimum, the snow and ice removal plan shall include the following items:

- Coordination measures (to ensure appropriate levels of effort for the conditions of the building)
- Equipment
- Personnel
- Snow removal event triggers
- Treatment areas requiring de-icing
- Approved materials and chemicals
- Safety plan
- Notification procedures
- Pollution prevention procedures for chemical storage, application, and runoff

Chemicals and/or sand shall be used to reduce safety hazards due to ice and snow. All deicer chemicals used shall be certified as EPA 'Safer Choice' Products or USDA Certified Biobased. No sodium chloride or calcium chloride salt shall be used due to environmental risk. Less disruptive chemicals such as magnesium chloride, potassium acetate, and potassium chloride are viable alternatives. Comparable substitutes shall be on the Clear Roads Qualified Products List (QPL), comply with Federal specifications and state and local codes, and be approved by the CO or their designee prior to the first inclement weather event. The Contractor shall ensure there is an adequate supply of chemicals and sand on site or readily available to cover unexpected snow and ice occurrences.

#### **C.9.10.4 Grounds Maintenance**

***[[[NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR GROUNDS MAINTENANCE SERVICES REMOVE AND USE THIS STANDARD AS A MINIMUM IN YOUR PWS. PLEASE REVIEW THE O&M PWS FOR AREAS OF OVERLAP AND POTENTIAL CONFLICTS BETWEEN THE TWO CONTRACTS. SERVICES IN THE STANDARD BELOW ALSO COVER OUTDOOR CHILD CARE FACILITY AREAS.]]]***

The Contractor shall perform grounds maintenance standard services for the work items listed below. Contractor shall use recovered organic materials for fertilizer whenever possible.

##### **C.9.10.4.1 Landscape Erosion Management**

The Contractor shall employ erosion and sediment control best management practices, such as temporary and permanent seeding, mulching, earth dikes, silt fencing, sediment traps and sediment basins to correct existing erosion such as erosion typically found as the result of foot traffic killing the vegetation, steep slopes where sheet flow from storm water exceeds existing vegetation holding power, or point storm water outflow that exceeds the holding power of the vegetation covering the soil.

#### **C.9.10.4.2 Grounds Maintenance Services**

Ground's maintenance in the standard services shall benefit the environment and generate cost savings to the Federal Government. The Contractor shall maintain all plants, trees, shrubs, ground covers, and lawns in a manner that prolongs life and sustains a healthy appearance. The Contractor shall seek to prevent pollution by, among other things, reducing fertilizer and pesticide use to protect the environment, using integrated pest management techniques, mulching and composting, maintaining stormwater best management practices and minimizing runoff. The Contractor shall use approaches that preserve and protect native plants and wildlife that is entrusted to the Government, and that support habitats for pollinators, including honeybees, native bees, birds, bats, and butterflies.

#### **C.9.10.4.3 Composting**

The Contractor is required to compost, to the greatest extent possible, yard waste generated by the Contractor's operations. The Contractor shall not compost material on-site unless authorized by the CO or their designee. The Contractor shall utilize an approved composting facility. Where composting services are available, with the approval of the CO or their designee, the Contractor shall collect paper towels and/or food-related organic waste (such as from onsite cafeterias and wet stands) to recover and compost all possible materials. The Contractor is responsible to pay for composting services.

#### **C.9.10.4.4 Trees and Shrubs**

Maintenance: Tree supports shall be kept in good condition, functioning at all times and be removed when no longer needed. All trees and shrubs shall be fully protected. Tree stakes, tree ties, and guy wire shall be of materials that are comparable to those existing on site, and shall be replaced or repaired by the Contractor as needed. Supports or braces are to be repositioned as often as necessary to prevent damage to the tree or shrub trunk. Sand pans can be used for trees and shrubs to protect the plant trunk from the mower and help to avoid over watering. Keep shrubs and trees trimmed to present an attractive appearance.

Trimming: To promote optimum efficiency and safety for all foot and vehicular traffic, trees and shrubs shall be kept trimmed to clear all roads, drives, and walking areas. Any limbs and branches touching or brushing buildings, fences, or other structures are also to be trimmed to provide clearance and free air circulation around the plant.

Pruning: Trees and shrubs shall be pruned by the Contractor to remove dead or diseased foliage or branches to help control or direct growth, increase quality, and to add structural strength to the trees and shrubs.

Survey: A certified grounds maintenance professional shall provide a survey of the trees, to include at a minimum species, physical measurement, age, life expectancy, and an evaluation of their condition. This shall be completed within 30 days after the start date of the contract then annually thereafter. The evaluation shall include a plan and price list for any special treatment

not covered by this contract. Soil samples shall be taken and analyzed at the Contractor's expense by an approved testing laboratory from areas where plant health problems occur. Recommendations of the testing laboratory shall also be submitted with a plan and price list for any special treatment not covered by this contract no later than 10 days after the start date of the contract. Plans and price lists shall be submitted to the CO or their designee.

Planting: The Contractor shall be responsible for all costs associated with the replacement of all planted materials that have been damaged as a direct result of the Contractor's lack of oversight, neglect, or lack of proper care and maintenance. The Contractor shall use replacement plants that are native to the area to reduce the use of irrigation water

#### **C.9.10.4.5 Mulching**

Contractor shall maintain and replace existing mulch as necessary. Replacement mulch shall be commercial grade shredded hardwood bark, or equivalent, including rubber. It shall be free of sticks, stones, clods, or other foreign materials. A sample of proposed mulch and chips shall be submitted to and approved by the CO or their designee prior to use. All areas to be mulched shall be raked, debris removed, edges reestablished, and any excessive mulch buildup worked into existing soil or removed, at the discretion of the CO or their designee, prior to mulch application.

For areas of landscaping that use a material other than mulch, such as xeriscape areas of landscaping, the Contractor shall maintain and replace this material as necessary to maintain an evenly distributed appearance. Replacement fill shall be free of sticks, or other foreign materials. A sample of the material shall be submitted to and approved by the CO or their designee prior to use. All areas utilizing this fill shall be raked, debris removed, and edges established.

#### **C.9.10.4.6 Mowing and Edging**

Contractor shall mow and edge all turf areas at a frequency and method that ensures that all areas present an attractive appearance at all times. Mulching mowers shall be used; however, non-mulching mowers are permitted at some sites and shall be approved by the CO or their designee. Grass clippings shall be cleared from walkways and roadways and blown onto the grass. As appropriate, grass clippings shall be left in place, composted, or mulched as coordinated by the CO or their designee.

#### **C.9.10.4.7 Leaf Removal**

The Contractor shall remove leaves, as necessary, to maintain a neat and clean appearance. Leaves should be composted as appropriate. Throughout the year, the Contractor shall remove minor accumulations due to isolated leaf drop and shall check all storm drain openings on the premises and remove any leaves or debris that have accumulated.

#### **C.9.10.4.8 Overseeding, Dethatching and Plugging**

Overseed, dethatch, and plug as necessary to prevent bare areas and promote even growth of turf areas following common and local landscaping practices.

#### **C.9.10.4.9 Fertilization**

All lawns, trees, and ground cover shall be fertilized consistent with common local landscaping practices. Application by the Contractor shall employ the best practices to minimize chemical runoff. The fertilizer used shall be of a balanced type that supplies all the nutrients required for providing sustainable growth and development. The fertilizer application rate for the trees will be determined by tree type, girth, and height. Prior to application, the Contractor shall schedule time of application with the CO or their designee.

#### **C.9.10.4.10 Flowerbeds and Plants**

Flowerbeds are to be free from weeds and debris. Replacement plants shall be supplied by the Contractor. Plants supplied by the Contractor shall be approved by the CO or their designee and shall be arranged in an attractive and professional manner. Preference shall be given to the use of native perennials, with long bloom cycles and diverse flower colors, shapes, and sizes instead of annuals to provide and support habitats for pollinators, including honeybees, native bees, birds, bats, and butterflies. The Contractor shall use replacement plants that are native to the area to reduce the use of irrigation water

#### **C.9.10.4.11 Soil and Ground Covers**

Aeration: Soil shall be aerated (frequency is dependent on the type of soil and grass but no less than one aeration per year) by manual or mechanical methods of piercing the ground to provide an adequate air supply to the soil and promote sustained plant life.

Cultivation: Soil shall be cultivated to ensure the topsoil is loose for the purposes of gas exchange, water penetration, and soil aeration.

Groundcover: All areas shall be maintained to promote healthy and sustained growth. Ground cover must present a neat appearance.

#### **C.9.10.4.12 Unimproved Grounds**

Contractor shall mow unimproved grounds to present a neat, well-maintained appearance. Height of weeds, native grasses, etc. on unimproved grounds including Land Ports of Entry shall not exceed \_\_\_\_ inches in height. **(Region, Specify. If Not Specified, 6 Inches Is The Default Height)**

#### **C.9.10.4.13 Fence Lines**

Maintenance: Grass, native grasses, weeds, and other growths at fence lines including Land Ports of Entry, shall be controlled and not exceed \_\_\_\_ inches in height. *[[[Region, Specify. If Not Specified, 6 Inches Is The Default Height.]]]* Any chemical treatment used must be approved by the CO or their designee prior to use. Application of any chemicals must be accomplished by a Licensed Pest Control Operator. Application of chemicals shall be documented in a record log book on the types of pesticides applied and date(s) of application.

#### **C.9.10.4.14 Weeds**

All area sidewalks, parking lots, and roadways (excluding unimproved grounds) are to be free of weeds and unwanted growths.

#### **C.9.10.4.15 Irrigation**

*[[[NOTE TO SPEC WRITER: Remove this section if it does not apply. The language below may be included in the O&M PWS]]]*

Initial Deficiency Walk-Through: The Contractor shall conduct a walk-through to inspect all irrigation systems (sprinklers, rain and freeze sensors, and drip systems) and submit a list of all damages to those systems to the CO or their designee. The list of damages shall be included in the Initial Deficiency List (IDL). The IDL for the irrigation system must be submitted at least 5 days prior to the start of work.

Irrigation systems with automatic controllers shall be adjusted, cleaned, and set for the most energy efficient watering periods. When watering lawns, the Contractor must make sure that the sprinklers and drip heads are clean and adjusted so that the water ejects evenly and covers all lawn areas and shrubs. The Contractor must ensure irrigated water does not spray on to paved areas or walkways and run-off into drains and sewers.

Irrigation systems that are damaged by the Contractor *[[[Region, Specify What Irrigation Systems Are To Be Covered]]]* due to neglect shall be repaired by the Contractor. The Contractor shall be responsible for all costs incurred to repair and test the system. Repairs shall be performed by qualified personnel such as the Contractor, the Contractor's subcontractor, or the O&M Contractor. All repairs shall be performed using industry practices.

The Contractor shall be responsible to notify the Government in the event of operational malfunctions, breakages, or failures to the irrigation system, which affects the Contractor's ability to provide proper irrigation to the building's landscaping. Failure to make timely notification to the CO or their designee shall result in the Contractor replacing damaged landscaping materials.

#### **C.9.10.4.16 Watering**

Watering: All watering cycles shall be conducted at times that minimize inconvenience to the building occupants and visitors and maximize percolation. Watering shall be performed to minimize run-off into drains and sewers. Entrances and exits shall not be wet during the arrival and departure of occupants and visitors. Watering shall be accomplished using a drip, soaker hose, or another water-saving irrigation system device. The Contractor shall operate watering systems that use automatic timers coupled with rain/freeze sensors in an efficient manner that considers local weather and local mandates. During periods of water restrictions, watering guidelines by the local water district shall apply. The Contractor shall not be responsible for the replacement of landscaping materials that die as a result of a lack of proper access to water during these periods of water restrictions by municipalities.

Hand Watering: When mechanical irrigation is not available or is malfunctioning, the Contractor shall use alternative hand watering methods, such as gator bags, or equivalents to ensure, promote, and maintain healthy growth. Watering shall be performed to minimize run-off into drains and sewers.

#### **C.9.10.4.17 Integrated Pest Management Plan (IPM)**

The Contractor shall utilize the Integrated Pest Management Plan for controlling pests and diseases to ensure that the landscapes, trees, and shrubs are free of disease and pest infestation. The IPM is discussed in detail in [Section C.6.](#)

### **C.9.10.5 Solid Waste Management**

#### **C.9.10.5.1 Solid Waste Management Program**

A solid waste management program, which is a standard service, includes the collection and disposal of non-hazardous solid waste (trash), segregated recyclables, and segregated compostable organic waste (where applicable). The Contractor shall deliver a waste management program that complies with federal, state, and local solid waste and recycling mandates and aims to achieve a minimum fifty percent (by weight) waste diversion rate. Recycling, composting, and other alternatives to landfills and incineration are the preferred methods for disposal of solid waste. To support the operation of a High-Performance Sustainable Building, the Contractor shall implement waste management practices that encourage reuse and recycling consistent with the Guiding Principles for Sustainable Federal Buildings. The Government may at its discretion perform solid waste audits and share results with the Contractor. Based on these reports, the Contractor shall partner with the Government to implement solid waste audit recommendations and best practices.

##### **C.9.10.5.1.1 Excluded Waste Types**

Unless specifically contracted to collect or recycle items or material identified by the EPA and State and local regulatory agencies as hazardous waste, materials, or Universal Waste, the Contractor shall not collect these items. Typical prohibited wastes include but are not limited to

fluorescent light bulbs, thermostats, thermometers, most chemicals, and batteries (nickel-cadmium and small, sealed lead acid batteries in electronic equipment, mobile phones, portable computers, and emergency lighting). In addition, electronic equipment such as computers and printers shall not be discarded in the trash containers. The Contractor shall notify the CO or their designee of any prohibited or unauthorized items observed in the trash receptacles.

#### **C.9.10.5.1.2 Solid Waste Audits**

***[[[NOTE TO SPEC WRITER: KEEP THIS SECTION IF COMPLYING WITH GUIDING PRINCIPLE REQUIREMENTS DURING THE TERM OF THE CONTRACT. CONSULT WITH YOUR REGIONAL RECYCLING COORDINATOR FOR ASSISTANCE.]]]***

At the beginning of a base year contract, the Contractor shall perform a solid waste audit of the building. A waste audit is required to determine the profile (amount and composition) of the solid waste stream; identify efficient methods for the collection, storage, and transfer of wastes for disposal, recycling, and composting; determine the right service level for solid waste collection and removal to minimize waste shipments; and obtain a more accurate picture of GSA's solid waste generation levels in order to achieve or maintain a minimum fifty percent waste diversion rate. The Contractor shall submit the audit findings to the CO or their designee for review. Based on the findings, the Contractor shall partner with the Government to set up a solid waste management program that is cost-effective and will maximize the amount of waste diverted to recyclers and away from landfills and incinerators. Contractor will develop a written report and analysis of the conclusions drawn from this audit, including recommendations for improving the economy and efficiency of waste collection, storage, transfer, and disposal (including recycling and composting). The audit shall be completed, and a Report provided to GSA within 60 calendar days of completion of the audit, unless additional time is authorized by the CO or their designee.

The Government may at its discretion perform solid waste audits and share results with the Contractor. Based on these reports, the Contractor shall partner with the Government to implement best practices and solid waste audit recommendations.

#### **C.9.10.5.1.3 Solid Waste Removal and Disposal**

All solid waste collected as a requirement of this contract shall be removed from the premises and transported to a solid waste disposal facility that has been certified by the appropriate state agency responsible for solid waste management or by the EPA.

***[[[NOTE TO SPEC WRITER: THE REGION MUST SELECT OPTION A OR OPTION B. DELETE THE OPTION THAT DOES NOT APPLY.]]]***

***[[[NOTE TO SPEC WRITER: IN BOTH OPTION A AND OPTION B BELOW, EVERY EFFORT SHALL BE MADE TO MINIMIZE THE AMOUNT OF TIME THAT FULL CONTAINERS OF WASTE BE ON SITE I.E., A FULL DUMPSTER SHOULD NOT BE IN THE***

***LOADING DOCK AREA OVER THE WEEKEND. THE CONTRACTOR SHALL ALSO PURSUE SCHEDULES THAT MAXIMIZE THE AMOUNT OF SOLID WASTE HAULED PER PICK-UP.]]]***

***[[[OPTION A:]]]***

The custodial Contractor shall provide solid waste removal and disposal services as described herein.

The Contractor shall collect and transport all solid waste and debris to designated locations on the loading dock or other areas (holding areas) for removal from the premises. Holding areas for solid waste accumulation shall be identified by the CO or their designee. If trash compactors are used at the building, the Contractor shall operate the compactor. The Contractor shall ensure that the appropriate Contractor personnel receive training in the safe and proper operation of the compactor.

The Contractor shall provide enough waste removal containers to accommodate all trash generated between pick-up dates. The CO or their designee shall approve all container styles, types, and storage locations prior to placement. The Contractor shall be responsible for the delivery, maintenance, repair, cleanliness, labeling, and removal of storage containers and equipment throughout the contract period. The containers must be kept free of holes, pests, grease, oils, and odors, etc. The Contractor will report any pest infestation in or around the containers to the CO or their designee. All Contractor-supplied equipment and materials shall remain the property of the Contractor during and after the contract period.

The Contractor shall perform collection, removal, recycling, and related activities in accordance with the strategies agreed upon by the Government and Contractor based on the solid waste audit Final Report. The Contractor is responsible for all costs of trash removal. The Contractor shall be responsible for loading containers onto collection vehicles.

**C.9.10.5.1.4 Solid Waste Records and Reports**

Reporting requirements are defined in Section C.9.10.5.1.14.

**C.9.10.5.1.5 Pick-ups on Call**

***[[[NOTE TO SPEC WRITER: IF YOU USE THIS PARAGRAPH, ENSURE THAT THE PROPOSAL REFLECTS THE COST FOR ADDITIONAL PICK-UP OF SOLID WASTE AND/OR TRASH, NOT RECYCLABLE MATERIALS.]]]***

Additional or special pick-ups of solid waste may be required on an irregular basis. Pick-ups shall be accomplished within 24 hours of notification by the CO or their designee. Payment for these pick-ups shall be based on a price per pick-up.

***[[[END OF OPTION A]]]***

**[[[OR]]]**

**[[[NOTE TO SPEC WRITER: WHEN SELECTING OPTION B FOR SEPARATE CONTRACT, USE THIS STANDARD AS A MINIMUM IN YOUR PWS. THE GOVERNMENT MAY PURSUE GOVERNMENT AND CONTRACTOR REVENUE SHARING OPPORTUNITIES WHEN SELECTING OPTION B. THE PWS SHALL INCLUDE: (1) THE SAME REPORTING REQUIREMENTS FOR THIS SPECIFICATION INCLUDING APPLICABLE SECTIONS/EXHIBITS]]]**

**[[[OPTION B:]]]**

A separate Government contracted trash removal company shall haul all solid waste and non-recyclable trash from the premises to an approved solid waste disposal facility. The custodial Contractor shall collect and transport all solid waste/ trash and debris to designated locations on the loading dock or other designated holding areas for removal from the premises. Holding areas for solid waste accumulation will be identified by the CO or their designee. All such materials shall be emptied into the appropriate containers with no overflow of these materials in the area around the container. The overflow of materials from containers and dumpsters shall be picked up by the custodial Contractor from the ground and floor area of the waste removal equipment. The custodial Contractor shall immediately report to the CO or their designee pest infestations and any spillage of hydraulic fluids or oil at the collection site. Areas for solid waste disposal will be identified by the CO or their designee. If trash compactors are used at the building, the custodial Contractor shall operate the compactor. The Government CO or their designee shall coordinate with the trash removal Contractor to provide training to appropriate custodial Contractor personnel in the safe and proper operation of the compactor.

**[[[END OF OPTION B]]]**

#### **C.9.10.5.1.6 Recycling**

It is the intent of the Government to keep the maximum amount of materials from landfills through aggressive recycling. To the extent practicable, the Contractor shall pursue revenue sharing opportunities with the Government.

#### **C.9.10.5.1.7 Extent of Work**

The overflow of materials from containers and dumpsters shall be picked up from the ground and floor area used to collect and consolidate the materials. The Contractor shall remove all hydraulic fluid and/or oil spillage caused either by the collection vehicles or released from containers at the designated centralized collection site (loading dock, etc.). Sorbent use for cleanup shall contain post-consumer recycled content minimum as required. The minimum depends on the type of sorbent used: see the EPA/CPG website for details. Spill residue and clean-up materials shall be disposed of in accordance with the Environmental Protection Agency (EPA), and State and local regulatory requirements.

**[[[NOTE TO SPEC WRITER: THE REGION MUST SELECT OPTION A OR OPTION B. DELETE THE ONE THAT DOES NOT APPLY.]]]**

**[[[OPTION A: FOR USE WHEN THE CUSTODIAL CONTRACTOR IS RESPONSIBLE FOR OBTAINING A RECYCLING CONTRACT AND ALL ASSOCIATED COSTS.]]]**

The Contractor shall furnish all necessary labor and supervision to provide recycling services as described herein. All recyclable materials shall be collected for removal from the premises. Overflow of materials from containers shall be picked up from the floor of the area used to collect and consolidate the materials.

The Contractor shall arrange for the removal of recyclables from the premises, be responsible for all fees, if any, associated with recycling, and remove all recyclable materials to a storage area designated by the CO or their designee. Recyclable materials may be found in **Central recycling bins and containers** (located in common areas such as hallways, break rooms, conference rooms, snack bars, cafeterias, restrooms, outside areas, etc.) and **Desk side recycling bins and containers**. **[[[(Region, Select One or Leave Both)]]]**

The Contractor shall:

- Place recyclable materials in containers, dumpsters, or compactors provided by the recycler. The Contractor shall monitor the containers, dumpsters, and compactors to prevent littering in the holding area. No trash shall accumulate in the holding area.
- Bale corrugated materials, if a baler is available.
- Ensure that all custodial staff involved in the recycling program fully understand the recycling procedures and requirements.
- Coordinate additional pickups within 24 hours of notification by the CO or their designee.

Retain/Return **[[[(Region, Select One)]]]** any proceeds that result from the sale of recyclable materials covered by this contract. Verification of the amount of proceeds received from the sale of recycled materials shall be furnished to the CO or their designee upon request.

**[[[OR]]]**

**[[[OPTION B: FOR USE WHEN THE GOVERNMENT ARRANGES A RECYCLING CONTRACT AND ALL ASSOCIATED COSTS.]]]**

**[[[NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR RECYCLING, INCLUDE THE REPORTING REQUIREMENTS IN THIS SPECIFICATION AND ENCOURAGE EXPLORATION OF REVENUE SHARING OPPORTUNITIES.]]]**

There must be a contract with a recycling company to remove recyclables from the premises. To the extent practicable, the Government will pursue Government and Contractor revenue sharing opportunities. The Government will be responsible for all fees associated with recycling.

The Contractor shall:

- Remove all recyclable materials to a storage area designated by the CO or their designee. Recyclable materials may be found in **Central recycling bins and containers** (located in common areas such as hallways, break rooms, conference rooms, snack bars, cafeterias, restrooms, outside areas, etc.) and **Desk side recycling bins and containers. (Region, Select One or Leave Both)**
- Place recycled materials in containers, dumpsters, or compactors provided by the recycler. The Contractor shall monitor containers, dumpsters, and compactors to prevent littering in the holding area. No trash shall accumulate in the holding area.
- Bale corrugated materials, if a baler is available.
- Ensure that all custodial staff involved in the recycling program shall fully understand the recycling procedures and requirements.

**[[[END OF OPTION B]]]**

**[[[NOTE TO SPEC WRITER: IF OPTION B IS CHOSEN SECTIONS C.12.1.8 THROUGH C.12.1.14 MUST BE INCLUDED IN THE SEPARATE CONTRACT.]]]**

#### **C.9.10.5.1.8 Recyclable Materials Disposition**

The Government or Contractor (**Region, Select One**) shall ensure that all recyclable materials are recycled and not placed in landfills and incinerators. The CO or their designee may direct the Contractor to participate in joint efforts with State, city, and local governments regarding recycling.

#### **C.9.10.5.1.9 Recyclables**

Collection and Pickups: The Contractor shall provide all labor, supplies, materials, and the means to collect and transport recyclable materials from recycling bins and containers located throughout the building to storage and loading areas as designated by the CO or their designee. The Contractor shall ensure that recyclables are collected and placed in the designated holding areas on a schedule that will maximize the quantity of materials removed from the premises as scheduled. Additional collections of recyclable materials may be required on an irregular basis and will be coordinated with the CO or their designee.

#### **C.9.10.5.1.10 Pick-ups on Call**

**[[[NOTE TO SPEC WRITER: IF YOU USE THIS PARAGRAPH, ENSURE THAT THE PROPOSAL REFLECTS THE COST FOR ADDITIONAL PICK-UP(S) OF RECYCLABLE MATERIALS, NOT SOLID WASTE AND/OR TRASH.]]]**

Additional or special pickups of recyclables may be required on an irregular basis. Pickups shall be accomplished within 24 hours of notification by the CO or their designee. Payment for these pickups shall be based on a price per pickup.

#### **C.9.10.5.1.11 Recycling Containers**

Individual Deskside and Central Collection Containers: The Government or Contractor **[[[(Region, Select One)]]]** shall provide the collection containers.

Central Collection Containers: Container(s) shall be placed in the areas designated by the CO or their designee, where trash is collected. Government approved container(s) shall be placed on each floor to receive the collection of recyclable materials. Full containers with recyclables are to be transported by the Contractor to the dock or designated area for pickup by the recycling Contractor.

Recycling Collection Containers: The Government or Contractor **[[[(Region, Select One)]]]** shall provide the necessary Government approved collection containers/bins and other equipment for use throughout the building for the collection of recyclable materials. These are the mobile type containers/bins and other equipment that the Contractor shall use to collect recyclables from deskside and/or central recycling containers. These containers shall be in sufficient quantities for the collection of recyclable material prior to removal to the designated holding area.

Storage Containers: The Government or Contractor **[[[(Region, Select One)]]]** shall provide the necessary storage containers and other equipment, such as compactors, dumpsters, etc. for use in designated holding areas. Containers shall be in sufficient quantities for the collection and storage of recyclable materials in the holding area prior to removal from the premises by the recycling Contractor.

Containers and Equipment Responsibility: The Contractor shall be responsible for the removal of recyclables from the collection containers and moving them to the holding area throughout the contract period. The containers, excluding those used to collect paper, shall be labeled, lined and free of residue and any plastic liners shall not be torn, worn or contain residue. Containers shall be kept free from holes, vermin, or foreign matter that might cause injury or stain clothing or furniture, and the containers must not emit unpleasant odors. If any container emits an unpleasant odor, as identified by the CO or their designee, it shall be immediately corrected by the Contractor at their expense. Recyclable materials shall not be handled, stored or transported in any manner that causes safety or health hazards.

All Government supplied equipment and materials shall remain the property of the Government. The Contractor shall be accountable for all recycling equipment and containers belonging to the Recycling Contractor and shall use them only for the intended purpose.

#### **C.9.10.5.1.12 Restriction on Use**

Recyclable paper purchased under this contract shall be used or sold as recyclable paper only, i.e., for processing at a pulp mill to be made into new paper products. The Contractor shall not

use, allow access to, or offer for resale any papers, documents, or file record materials for the information contained therein.

#### **C.9.10.5.1.13 Recycling Proceeds**

The Contractor shall use the proceeds received from the sale of recycling material(s) to lower the cost of trash removal or recycling at the location. In the instance of subcontracted work, funds received by the subcontractor will be remitted back to the Contractor for return to the Government. If the proceeds generated are not used to reduce the cost of trash or recycling the CO or their designee will provide guidance for the depositing of these funds.

#### **C.9.10.5.1.14 Solid Waste and Recycling Reports**

**Monthly Recycling Report:** The Contractor shall submit a monthly Recycling Report listing the types, weights, and costs or revenues. Included in the report are single stream recycling, commingled recycling, and composting (if applicable). Reports shall be submitted by the 15th of each month and upon request by the CO or their designee. A sample report can be found in Exhibit 10A.

**Solid Waste Reports:** The Contractor shall submit a monthly Solid Waste Report showing the weight of trash hauled and the associated trash hauling costs. The report shall be submitted by the 15th of each month and upon request by the CO or their designee. A sample report can be found in Exhibit 10A.

The recycling and solid waste reports shall contain sufficient data to calculate waste diversion and waste removal costs. When actual weights are not known, the Contractor shall use EPA's Standard Volume-to-Weight Conversion Factors. Deductions shall be made and reported for volumes that are not filled to capacity (i.e., half full, 3/4 full, etc.) and conversions adjusted accordingly.

### **C.9.10.6 Integrated Pest Management**

The Integrated Pest Management (IPM) Plan is a part of the standard services, which consists of a preventive maintenance process. The plan coordinates many different programs to reduce sources of pests on a long-term basis for both the interior and exterior areas of a building. The Pest Control requirement is specified in [7 U.S.C. § 136r-1](#). The Contractor shall have a plan that employs practices and techniques, as they relate to cleaning, trash, and materials handling, that reduce the sources of food and water, harborage, and access routes used by pests in and around the building.

#### **C.9.10.6.1 Preventive Pest Maintenance**

The IPM Contractor shall implement a preventive maintenance program that identifies and corrects conditions that contribute to pest infestation. Some of the most effective **EXAMPLES** include but are not limited to:

- Self-contained compactors rather than dumpsters or stationary dumpsters for storing solid waste awaiting pickup, wherever possible.
- Pressure washing of trash rooms, loading docks, and food preparation facilities. The Contractor shall ensure that run-off into drains and sewers is minimized when using pressure washing devices.
- Food preparation and storage areas remain clean.
- Dedicated, tightly covered receptacles for food waste in indoor areas with chronic pest problems.
- Replacement of dense ground cover in landscapes with chronic rodent problems.
- Employ techniques that may include, but are not limited to, keeping containers closed, removal of debris, etc.

**[[[NOTE TO SPEC WRITER:IF YOU CHOOSE TO HAVE THE SERVICES DESCRIBED IN C.6.2 AND C.6.3 PERFORMED UNDER A SEPARATE CONTRACT, DELETE THEM FROM THIS PWS AND MARK AS RESERVED.]]]**

#### **C.9.10.6.2 Initial Pest Assessment**

A certified pesticide applicator or licensed IPM Contractor shall conduct a thorough, initial assessment of the interior space and/or exterior grounds **[[[Region, Select one or both]]]** and paved areas. Access to building space shall be coordinated with the CO or their designee. The CO or their designee must inform the Contractor of any restrictions or areas requiring special scheduling. The purpose of the initial assessment is for the custodial Contractor to identify areas or practices that may contribute to pest infestation.

Ground's areas that support pollinator nesting and foraging for honey bees, native bees, birds, bats, and butterflies shall be identified in the initial pest assessment as "pollinator sensitive zones".

A written Integrated Pest Management report detailing the findings of the initial assessment shall be submitted to the CO or their designee within fifteen (15) calendar days of the start of the contract. Throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about any sanitary or procedural modifications deemed necessary to eliminate pest infestation.

#### **C.9.10.6.3 Recommendations for Pest Management and Control**

Application of chemical and non-chemical pesticides and trapping methods to address current pest infestations (pest populations) is not a part of this base contract. As required above, the Contractor shall submit an assessment of practices that may contribute to pest infestations (pest populations). The report shall also include recommendations for getting rid of current pest infestations. Eradication methods recommended shall include non-pesticide practices where possible (vacuum or trapping methods). Each control recommendation shall include a price which the Contractor would charge separately from this contract. Prices shall reflect service from personnel qualified to apply chemical and non-chemical pesticides. In the event that pesticide application or trapping methods are required on a regular basis, this contract may be modified to include those services. The GSA may choose to obtain these services from a separate vendor.

#### **C.9.10.6.4 General**

The certified pesticide applicator or licensed IPM Contractor shall accomplish the monitoring, trapping, and pesticide application and pest removal components of the IPM.

#### **C.9.10.6.5 Pests Included and Excluded**

The Contractor shall adequately suppress indoor populations of rats, mice, cockroaches, ants, flies, and any other arthropod pests not specifically excluded in this exhibit. This includes populations of these pests that are located on the exterior of the facilities and within the property boundaries of the facilities.

The following pests are excluded from the standard services however the Government may request remediation as an above standard reimbursable service:

- Birds
- Mosquitoes
- Snakes
- Vertebrates that are not commensal rodents
- Bats
- Termites
- Bed Bugs
- Other wood-destroying organisms

#### **C.9.10.6.6 Initial Pest Assessment**

**[[[Region to Use or Delete]]]**

A certified pesticide applicator or licensed IPM Contractor shall conduct a thorough, initial assessment of the **[[[Region, Choose by Checking the Appropriate Box]]]** ☐ interior space and/or ☐ exterior grounds and paved areas. Access to building space shall be coordinated with the CO or their designee. The CO or their designee must inform the Contractor of any restrictions or areas requiring special scheduling. The purpose of the initial assessment is for the custodial Contractor to identify areas or practices that may contribute to pest infestation.

Ground's areas that support pollinator nesting and foraging for honeybees, native bees, birds, bats, and butterflies shall be identified in the initial pest assessment as "pollinator sensitive zones".

A written report detailing the findings of the initial assessment shall be submitted to the CO or their designee within 15 calendar days prior to the start of the contract. Throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about any sanitary, structural, or procedural modifications deemed necessary to eliminate pest infestation.

#### **C.9.10.6.7 Integrated Pest Management Plan**

Prior to initiation of services, the Contractor shall submit to the CO or their designee for approval a written Integrated Pest Management Plan within 15 calendar days following the initial assessment. The plan should include integrated methods, routine site inspections and maintenance, routine pest inspections, pest population monitoring, evaluation of the need for pest control and one or more pest control methods. The plan shall also include a specification of the circumstances under which an emergency application of pesticides can be applied, and a communications strategy directed to building occupants.

The Integrated Pest Management Plan shall consist of the following parts:

- Proposed Materials and Equipment for Service including labels and Safety Data Sheets (SDS) for all pesticides to be used. A list of the brand names of trapping devices, pesticide application equipment, rodent bait boxes, insect and rodent trapping devices, pest monitoring devices, pest detection equipment, and any other pest control devices or equipment that may be used to provide service. The use of sustainable methods and applications is preferred whenever possible. A list of chemicals used and the purchase price for these chemicals.
- Proposed Methods for Monitoring and Detection including describing those methods and procedures to be used for identifying sites of pest harborage and access and for making objective assessments of pest population levels throughout the term of the contract.
- An inspection schedule for each building or site. Frequency of contract visits shall depend on the specific pest control needs of each premise. Large office facilities or specified office areas within such facilities with a history of pest infestation will be visited more frequently.
- A description of any structural or operational changes that would facilitate the pest control effort.
- A copy of the Commercial Pesticide Applicator Certificate or License for every Contractor representative who will be performing on-site service.

#### **C.9.10.6.8 Pesticide Application**

The Contractor shall not apply any chemical or non-chemical pesticide products that have not been included in the Integrated Pest Management Plan or approved in writing by the CO or their designee. The Contractor shall employ the least hazardous materials, most precise application technique, and minimum quantity of pesticide necessary to achieve control. Pesticides used by the Contractor must be registered with the U.S. Environmental Protection Agency, States and/or local jurisdiction. Transport, handling, and use of all pesticides shall be in strict accordance with the manufacturer's label instructions and all applicable Federal, State, and local laws and regulations. All chemicals shall be in the original manufacturer's containers and properly labeled.

Chemical pesticides shall not be applied in any Child Care center without prior coordination and consent of the Child Care Director. Posting and notifying the Child Care Director must be initiated at least 24-48 hours in advance of using any chemical pesticides [\*\[\[\[NOTE TO SPEC WRITER: verify local child care licensing code notification requirements.\]\]\]\*](#) In Child Care centers, the children's access to those areas treated with chemical pesticides shall be restricted to a minimum of 12 hours. Only qualified, trained, and certified personnel or licensed Contractors shall apply any chemicals. Uncertified individuals working under the supervision of a certified pest applicator or licensed Contractor shall not be permitted to provide service under the terms of this contract. Chemicals shall be applied with extreme care to avoid hazard to any person or animal in the immediate or adjacent areas, or property damage.

The application of pesticides shall not be used in areas that promote and support habitats for pollinators, including honey bees, native bees, birds, bats, and butterflies.

Pesticide application shall be according to need and not by schedule. As a general rule, application of pesticides in any area shall not occur unless visual inspections or monitoring devices indicate the presence of pests in that specific area. In no case shall extremely toxic materials be permitted. The Contractor shall not store any pesticide products on Government property. Any emergency applications of chemical pesticides must be approved by the CO or their designee prior to application.

#### **C.9.10.6.9 Structural and Procedural Recommendations**

Structural modifications for pest control will be the responsibility of the Government. However, throughout the life of this contract, the Contractor shall be responsible for notifying the CO or their designee in writing about concerns with any structural, sanitary, or procedural modifications deemed necessary to eliminate food and water sources, harborage, or access routes that would allow building infestation by pests in and around the building.

#### **C.9.10.6.10 Record Keeping**

The Contractor shall be responsible for maintaining a pest control logbook or electronic file for each building or site specified in this contract. These records will help with monitoring pest locations and actions taken to prevent or mitigate further infestations. The log shall include pesticide information on whether chemical and non-chemical methods were used to control pests. Where chemicals are applied the log shall specify the type, quantity, price, and circumstances for using pesticide(s). These records shall be kept on Government property and maintained by the Contractor.

Each logbook or electronic file shall contain at least the following items:

- A copy of the Pesticide Control Plan. The plan shall provide labels and SDS for all chemical pesticides used and purchase price, brand names of all pest control devices and equipment used, and the Contractor's service schedule for the inspection and/or treatment of the building.
- Completed copies of GSA Form 3638, Pest Control Work and Inspection Report, or an equivalent form such as another Contractor service report form that is approved by the CO or their designee. The report form shall be used to advise the Contractor of routine service requests and to document the performance of all work. The Contractor shall also document on the GSA Form 3638 or equivalent all information on pesticide application that is required by statute in the jurisdiction where service is actually performed. Upon completion of a service visit to a building, the Contractor's representative performing the service shall complete, sign, and date the GSA Form 3638 or equivalent form.

#### **C.9.10.6.11 Manner and Time to Conduct Service**

Routine pest control services that do not adversely affect tenant health or productivity shall be performed during the tenants' normal working hours. The Contractor shall notify the CO or their designee, and the CO or their designee shall provide notice to occupants at least 72 hours before application of any pesticides during normal conditions and within 24 hours in emergency situations. An emergency is an exceptional circumstance that poses a clear (or at least perceived) health and safety risk or where operations are severely disrupted. Examples of the first involve some outdoor animal (e.g., bird, snake, bat, or squirrel) that has gotten into indoor space and cannot get out, or a nest of bees or wasps are discovered on the grounds. An example of the second would be a swarm of winged termites or ants emerging into occupied space, which might be completely harmless, but nevertheless are alarming to the occupants. When it is necessary to perform any work outside of the tenant's normal working hours, the Contractor shall notify the CO or their designee at least one day in advance.

#### **C.9.10.6.12 Insect Control**

The Contractor shall provide the CO or their designee with signs, placards, literature, or other information so that the CO or their designee can inform building occupants of the nature of the pesticide application. The information will include at a minimum a brief explanation regarding the reason for the pesticide application, the safety of the products being used and contact information should the building occupants

have questions.

**Non-pesticide Products and Use:** The Contractor shall use non-pesticide methods of control wherever possible. For example:

- Portable vacuums with HEPA or MICRO filtration
- Trapping devices

**Chemical Pesticide Products and Use:** When it is determined that chemical pesticides must be used in order to obtain adequate control, the Contractor shall employ the least hazardous material, most precise application technique, and minimum quantity of pesticide necessary to achieve control. The Contractor shall minimize the use of liquid pesticide applications wherever possible, for example:

- Bait stations and other types of bait formulations rather than sprays.
- As a general rule, liquid, aerosol, or dust formulations shall be applied only as crack and crevice treatment.
- Application of pesticide liquids, aerosols, or dust to exposed surfaces and pesticide space sprays (including fog, mist, and ultra-low volume applications) shall be restricted to unique situations where no alternative measures are practical.

The Contractor shall obtain the approval of the CO or their designee prior to any application of pesticide liquids, aerosols, or dust to exposed surfaces, or any space spray treatments. Other than crack and crevice treatments, no liquid, aerosol, or dust applications shall be made while tenant personnel are present.

#### **C.9.10.6.13 Rodent Control**

**Indoor Trapping:** Generally, rodent control inside buildings shall be accomplished with trapping devices only. All such devices shall be concealed out of the general view and in protected areas so as not to be affected by routine cleaning and other operations. Trap locations shall be identified, recorded and shared with the building manager. Traps shall be checked on a schedule approved by the CO or their designee. The Contractor shall be responsible for disposing of all trapped rodents and all rodent carcasses in an appropriate manner. Glue traps are not permitted for use in Government facilities.

**Use of Rodenticides:** In extreme cases, when rodenticides are deemed essential for adequate rodent control inside buildings, the Contractor shall obtain approval from the CO or their designee prior to making any interior rodenticide treatment. All rodenticides, regardless of packaging, shall be placed either in locations not accessible to children, pets, wildlife, and domestic animals or in EPA-approved tamper-resistant bait boxes. As a general rule, rodenticide application outside buildings shall emphasize the direct treatment of rodent burrows wherever feasible.

**Use of Bait Boxes:** All bait boxes shall be maintained in accordance with EPA regulations, with an emphasis on the safety of non-target organisms. The Contractor shall adhere to the following points:

- All bait boxes shall be placed out of the general view, in locations where they will not be disturbed by routine operations.
- The lids of all bait boxes shall be securely locked or fastened shut.
- All bait boxes shall be securely attached or anchored to the floor, ground, wall, or other immovable surface, so that the box cannot be picked up or moved.

- Bait shall always be secured in the feeding chamber of the box and never placed in the runway or entryways of the box.
- All bait boxes shall be labeled on the inside with the Contractor's business name and address and dated by the Contractor's technician at the time of installation and each servicing.
- Bait boxes shall be checked on a schedule approved by the CO or their designee.

#### **C.9.10.6.14 Safety and Health**

Work shall comply with the applicable requirements of 29 C.F.R. § 1910 and State and local safety and health requirements. Where there is a conflict between applicable regulations, the most stringent shall apply. The Contractor shall ensure subcontractors comply with the safety and health requirements included herein, and shall promptly report violations by such subcontractors, or as otherwise observed, to the CO or their designee, or security personnel.

#### **C.9.10.7 Exposure Control Plan**

The Contractor shall establish and implement an Exposure Control Plan (ECP) to protect Contractor staff, building occupants and visitors from contamination, illness or injury by bacteria, viruses and other infectious agents during custodial tasks. The ECP is a written document that specifies the processes and procedures to be used by the Contractor when working with or around infectious materials. The ECP is a living document and may be subject to change depending on the needs of the contract, and changes in staff or building conditions. The ECP shall include the following, at a minimum:

- Whether the Contractor proposes to use staff or subcontract support to perform cleaning of various biological materials or waste in various circumstances including, but not limited to the following:
  - Blood on any surface
  - Blood, vomit or feces in restrooms
  - Blood or vomit on carpet surfaces
  - Flooding that includes sewage
  - Animal, pigeon and other avian excrement outside the building
  - Minor flooding or drain water backups that may contain blackwater\*  
\*water from toilets and bathrooms that likely contain feces and/or urine
  - Used medical sharps
- Documentation of training in the OSHA bloodborne pathogens act (29 C.F.R. § 1910.1030) and CDC guidelines for any staff designated to perform the aforementioned cleaning.
- A list of the personal protective equipment to be used by staff in performing cleaning and disposal of biological materials or waste.
- A description of the procedures to be followed by staff when encountering blood, vomit, sewage, or excrement in the course of their duties. Procedures for cleaning up black water or grey water (i.e., Category 2 or 3) and impacted building materials shall be in accordance with *ANSI/IICRC S-500 Standard and Reference for Professional Water Damage Restoration*.
- A description of the procedures to be followed by staff when encountering mold in the course of their duties, in accordance with the USEPA Mold Remediation in Schools and Commercial Buildings (EPA-402-K-01-001)

The Contractor shall submit their ECP for approval by the CO or their designee. An example ECP can be found in Exhibit12.

### **C.9.10.8 Reserved**

### **C.9.10.9 Child Care Center**

***[[[NOTE TO SPEC WRITER: IF CONTRACTING SEPARATELY FOR CHILD CARE SERVICES, THE ENTIRETY OF SECTION C.9.10.9 NEEDS TO BE INCLUDED IN THE SEPARATE CONTRACT. If there is no Child Care Center , mark this paragraph "Reserved."]]]]***

The Contractor through innovation, technology, or other means shall perform the Child Care center services using the prescriptive based standards and frequencies delineated in the PWS. Where Child Care specific standards and frequencies do not exist the Contractor shall first use the performance based standards in this contract. If no standards exist in this contract, the Contractor shall use industry standards to meet the requirements in this contract.

The Contractor shall furnish all personnel, labor, equipment, material, tools, supplies, supervision, management, and services necessary to perform and provide the cleaning efforts. The cleaning effort shall include, but not limited to: restroom fixtures, faucets, sinks, counters, vents, shelving, partitions, mirrors, waste receptacles, wall surfaces, toilets, soap/paper towel dispensers, doorknobs, cabinet handles, toilet seats, toilet basins, toilet handles, waste and soiled diaper receptacles, vertical and horizontal surfaces, countertops, tabletops, doors, cabinet handles, carpets, mats, area rugs, walls, windows, view panels, mirrors, entrance and exits, classroom cleaning, kitchens, wall fixtures, ceilings, horizontal surfaces, built in furniture, lofts, floors, mats, sinks, drinking fountains, trash removal, high cleaning, glazing, partitions, outdoor, playgrounds, playground equipment and rubber/hard surfaces, window treatments and furniture. These items in this scope shall be cleaned to the standards detailed in this scope.

The Contractor shall routinely wipe down all solid, high-touch (frequently touched) surfaces with a cleaner and disinfectant from the EPA-registered list of products identified as effective against Novel Coronavirus SARS-CoV-2 ([Disinfectants for Use Against SARS-CoV-2](#)), or other product containing the same active ingredient(s) at the same or greater concentration than those on the list. The Contractor shall use the product in accordance with directions provided by the manufacturer.

Examples of high-touch (frequently touched) surfaces include but are not limited to: handrails, door knobs, key cards, light switches, countertops, water faucets and handles, elevator buttons, sinks, toilets and control handles, table tops, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, water cooler and drinking fountain controls. Disinfected surfaces should be allowed to air dry.

The child care provider is responsible for providing disposable disinfectant wipes and the wiping down of the building tenant's equipment such as telephones, computers, keyboards, docking stations, computer power supplies, and computer mouse, personal fans and heaters ,desk lighting, etc.

The Contractor shall maintain a clean, sanitary, safe, and healthy physical environment for children and teachers. Children and their families have a right to expect their stay in a GSA Child Care center to be as safe, clean, and comfortable as possible. High standards of cleanliness are particularly important. Since

children will touch any surface, they can reach (including floors), all surfaces in a Child Care center may be contaminated and can spread infectious agents. Therefore, a frequent and responsive cleaning service is essential to ensure all surfaces are properly cleaned and disinfected/sanitized. Sanitizing: Reducing germs on inanimate surfaces to levels considered safe by public health codes or regulations. Sanitizing is appropriate for food service counters, tables, and highchairs. Sanitizer must be safe for food contact, even if not a food service table or counter. Disinfecting: Destroying or inactivating most germs on any inanimate object, but not bacterial spores. Disinfecting is appropriate for diaper changing tables, door and cabinet handles, toilets, and other bathroom surfaces.

The highest level of sanitation is required in the following areas, but not limited to:

- Child Care areas: classrooms
- Bathrooms
- Diaper changing areas
- Kitchens and classroom food preparation areas

All surfaces contaminated by bodily fluids: saliva, mucus, vomit, urine, stool, or blood must be cleaned and disinfected immediately in accordance with service call requirements.

With the exception of policing and trash removal, cleaning of the Child Care center shall be done when there are no children present in the immediate area of cleaning. **The Contractor must coordinate the cleaning schedule with the childcare provider to ensure children do not return to the area until all disinfected surfaces are dry.**

#### **C.9.10.9.1 Products**

The Contractor shall properly train their staff in regard to different cleaning methods and products to satisfactorily clean, sanitize, and disinfect the variety of surfaces found within a Childcare center. The use of products should follow appropriate environmental considerations, as it relates to the health, hygiene, and safety of staff, children, and the public.

The Contractor shall clean surfaces prior to sanitizing and disinfecting, unless using a cleaner-disinfectant capable of performing both functions simultaneously. Industrial products that meet the Environmental Protection Agency's (EPA) standards for hospital grade germicides (solutions that kill germs) may be used for disinfecting. Use of EPA approved sustainable products for general cleaning are preferred where appropriate. Regarding floor care, the Contractor shall refer to the manufacturers recommended cleaning products. All products must be:

- Fragrance-free
- Non-aerosol
- EPA-registered products as sanitizing or disinfecting
- 3rd party certified as Sustainable cleaning
- Sanitizer must be EPA-approved for food contact surfaces, even if not used on a food service table or counter.

Prohibited Products include:

- Air Fresheners

- Aerosols
- Scented Products

The Contractor shall submit for approval by the CO or their designee the list of all chemical products proposed for use and include the Safety Data Sheets for each, as part of the Contractor hazard communication plan.

#### **C.9.10.9.2 Standards**

**[[[NOTE TO SPEC WRITER: Coordinate with the Child Care Program Manager to add all applicable public health requirements as defined from the local child care authority including the evidence of Contractor employees being tested for tuberculosis, vaccinations for communicable diseases, etc.]]]**

The Contractor employees that clean Child Care centers are subject to Federal, State, and local laws governing health-screening and security background check requirements. All required health certifications shall be provided to the CO or their designee prior to starting work in the Child Care center, including the evidence of being tested for tuberculosis.

All Child Care centers in the GSA controlled space must achieve accreditation from the 'National Association for the Education of Young Children (NAEYC).' Part of this accreditation process includes meeting NAEYC Cleaning Standards and is incorporated within this specification. Successfully achieving accreditation from the NAEYC requires both the Child Care provider and the cleaning Contractor sharing the responsibility. The Child Care center staff is responsible for cleaning the toys, children's furniture including tables and chairs, highchairs, potty chairs, phones, computers, cribs, and kitchen appliances after use and interiors, as well as classroom activity and meal clean up.

#### **NAEYC Definitions**

- **Cleaning:** Physically removing all dirt and contamination, oftentimes using soap and water. The friction of cleaning removes most germs and exposes any remaining germs to the effects of a sanitizer or disinfectant used later.
- **Disinfecting:** Destroying or inactivating most germs on any inanimate object, but not bacterial spores. Disinfection is appropriate for floors, diaper changing tables, door and cabinet handles, toilets, and other bathroom surfaces.
- **Sanitizing:** Reducing germs on inanimate surfaces to levels considered safe by public health codes or regulations. **Sanitizing is appropriate for food contact surfaces.**

*Look for the EPA registration number on the product label, which will describe the product as a cleaner or disinfectant. Use the least toxic product for the particular job and use according to the manufacturer's instructions. The Contractor shall follow product recommendations for sanitizing and disinfecting proportions and dry times. Be sure to read the label directions carefully, as there may be a separate procedure for using the product as a cleaner or as a disinfectant.*

#### **C.9.10.9.3 Safety**

The Contractor is responsible to ensure that cleaning and maintenance equipment, and supplies are well secured from the children. Report to the CO or their designee any potential hazards that could conceivably cause injury to a child.

#### **C.9.10.9.4 Cleaning Requirements**

The following areas have been assigned a minimum cleaning frequency to establish a required base level of cleaning. However, cleaning in these areas may require more attention than the minimums listed to achieve desired results.

The Contractor is responsible for the following tasks:

##### **TWICE DAILY**

Remove and seal plastic bags from soiled diaper receptacles to designated areas.

##### **DAILY**

General

Clean and disinfect all surfaces touched by hands, such as light switches, door knobs, interior glass surfaces, and handles.

##### **Entrance, Outdoor Play Area and Drinking Fountains**

- Entrances: Police and clean all entrance and exit areas, including entrance doors.
- Police playground area in the morning before playground activity begins: Remove trash, check for any hazards in the general area, along the fence and equipment; remove any foreign substances or spillages.
- Clean and disinfect all drinking fountains.

##### **Restrooms and Diapering Areas**

- Clean and disinfect all restroom fixtures, faucets, sinks, countertops, vents, shelving, partitions, mirrors, wall surfaces, toilets, soap/paper towel dispensers, doorknobs, cabinet handles, toilet seats, toilet basins, toilet handles, and other touchable surfaces.
- Clean and disinfect diaper changing table horizontal and vertical surfaces.
- Empty trash and other waste material. Trash shall be collected and disposed of at a location designated by the CO or their designee. Empty, clean and disinfect waste and diaper receptacles.
- Replenish paper towels, soap, and toilet paper. All dispensers shall be filled with Contractor provided supplies; soap must be compatible with the provided dispenser.

##### **Child Care Areas**

- Empty trash, clean and disinfect waste receptacles. Trash shall be collected and disposed of at a location designated by the CO or their designee.
- Clean and disinfect all vertical and horizontal surfaces including countertops and tabletops.
- Clean and disinfect all sinks and faucets.
- Clean and disinfect all door and cabinet handles.
- All carpets, mats, and area rugs shall be thoroughly vacuumed and spot cleaned. Carpet surfaces are to be free of dirt, dust, and other debris.
- Spot clean walls, windows, view panels, and mirrors.

##### **Kitchen and Food Prep Areas within the Classroom**

- Empty trash, clean and disinfect trash receptacles. Trash shall be collected and disposed of at a location designated by the CO or their designee.

- Clean and **sanitize** all countertops designated for food service *using a solution safe for food contact*.
- Clean and *disinfect* all (non-food service) horizontal surfaces.
- Clean and disinfect all sinks and faucets.
- Clean and disinfect all vertical surfaces and door and cabinet handles.
- Clean and disinfect fronts of all appliances.

## Floors

Clean and disinfect all floors, including food preparation and pantry, bathrooms, classrooms, and under mats. First sweep or vacuum, then damp mop with a floor cleaner-disinfectant. (Best practice: consider microfiber damp mop.)

### WEEKLY

Damp wipe and vacuum all loft areas (elevated play surfaces).

### MONTHLY

- Clean carpets and rugs where non-walking children play. Damp wipe both sides of glass doors, view windows, partitions, bookcases, and any other glass or plexiglas up to 6 feet from the floor.

### QUARTERLY

- Clean floors to remove scuffs, scratches and build up. Follow manufacturer's instructions on appropriate methods how to accomplish this (buff, polish, strip, wax).
- Clean carpets and area rugs in other classrooms, multipurpose areas. Excluded are small throw rugs which are the responsibility of the Child Care center staff and can be cleaned in a washing machine.
- Clean by dusting, damp wiping, or vacuuming surfaces and objects approximately 6 feet or more above the floor. This includes but is not limited to the wall and ceiling area adjacent to ventilating and air conditioning outlets, tops of partition, wall fans, pictures, ceiling diffusers, file/bookcases, etc.
- Hose down with water outdoor playground hard and resilient, rubber surfaces to remove any surface dust and debris. Do NOT use a power-washer on resilient, rubber surfaces. **[NOTE to SPEC WRITER: Adjust frequency according to climate if quarterly is not feasible, such as snowy climates]**

### SEMI-ANNUALLY

- Upholstered furniture shall be deep cleaned using accepted commercial equivalent practices or manufacturer's recommendation.
- Free standing appliances (ranges, refrigerators, etc.) shall be pulled out and areas behind the appliances, including floors, walls, and the back of the appliance, shall be cleaned and all debris removed. Return appliances back to their original position after cleaning is completed.

### ANNUALLY

- Wall Washing: (rooms, toilet areas, and kitchen). Clean with a disinfectant cleaner, including surfaces and objects. This includes but is not limited to the wall and ceiling area adjacent to ventilating and air conditioning outlets, tops of partition, wall fans, pictures, ceiling diffusers, file/bookcases, etc.

- **Playground Equipment:** All playground equipment surfaces, platforms, flooring, resilient flooring surfaces, and structures associated with playground equipment shall be cleaned once per year using a pressure washer or other industry standards for the surface that is being cleaned. Standards will be met when all surfaces are power cleaned, free of dirt, mold, gum, spillages, droppings and all other foreign substances. The Contractor shall contain water used in the cleaning to minimize the run-off into drains and sewers. The Contractor shall not pressure wash resilient rubber surfacing. Resilient rubber surface shall be washed with soft soap and water. Do not use harsh chemical cleaners. Instead, use soft soap (like laundry detergent) mixed with warm water.

#### **C.9.10.9.5 Quality Standards for Child Care**

- **Entrance and Exit:** All entrance and exit areas (including fire exits) should be visibly clean and free of all trash, paper, and other discarded materials. There shall be no evidence of gum and other foreign substances and spillages. Entrance doors shall be clean of smudges, marks, and spots. Drinking fountains shall present a clean appearance with no build up and encrustation.
- **Room Cleaning:** The room shall be clean and when necessary, the Contractor may be required to move furniture and furnishings. This shall be done with extreme care and furnishings shall be replaced to their original positions to make the area ready for use.
- **Wall Fixtures:** Switches, sockets, and outlets shall be clean and be free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages.
- **Walls:** All wall surfaces (including cove base) shall be clean and free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages. Walls shall be free of streaks and spots. There shall be no signs of overlapping. There shall be no smudge spots where cleaning of the upper and lower halves of the wall overlap. Walls shall be uniformly clean. Frames on doors, windows, moldings, etc shall be clean.
- **Ceiling:** All ceiling surfaces shall be clean and free of dust, dirt, and debris.
- **Horizontal and Vertical Surfaces:** All horizontal surfaces shall be clean and free of dust, dirt, debris, and spillages.
- **Dusting:** There shall be no dust, streaks, oils, spots, and smudges on surfaces.
- **Built in Furniture and Lofts (elevated play surfaces):** Damp wipe and vacuum surfaces to be clean and free of dust, dirt, and spillages.
- **Bare Floors:** All floors shall be cleaned and disinfected to be free of dust, dirt, debris, and spillages (refer to manufacturers' specifications for maintenance). The cleaning of linoleum flooring shall follow industry standards.
- **Carpet and Area Rugs:** All carpets and area rugs shall be clean and free of dust, dirt, debris, and spillages. The Contractor shall protect all carpeting and place protective non-absorbent pads or foil between the cleaned carpet and the furnishings. Any damage resulting from Contractor's lack of carpet protection shall be corrected by the Contractor. Vacuuming shall be done at a frequency that will protect the integrity of the carpet and prolong wear. All area rugs and carpeted areas should be vacuumed with a HEPA filtered vacuum. The Contractor shall utilize vacuum cleaners that meet the requirements of the Carpet & Rug Institute Green Label/Green Label Plus Testing Program, <http://www.google.com/url?url=http://www.carpet-rug.org/green-label-plus.html&rct=j&frm=1&q=&esrc=s&sa=U&ved=0ahUKEwj8vtDqrdXQAhWLOiYKHbGADEcQFggUMA>

[A&usg=AFQjCNElc9yxkhYrShtPY-5BWzm54z6w1Q](#). Children are not to be present during carpet shampooing. The carpet must be dry prior to children returning to the area.

- Mats: All mats shall be clean and free of dust, dirt, debris, and spillages.
- Sinks and Mirrors: All sinks and mirrors shall be clean and free of dust, dirt, debris, and smearing.
- Toilets and Toilet Closets: All toilet areas shall be clean and disinfected, and be free of dust, dirt, debris, and spillages.
- Dispensers: Dispensers shall be cleaned and adequately stocked.
- Receptacles: Contractor with proper training in blood borne pathogens shall wear disposable gloves to empty, clean, and disinfect/sanitize sanitary napkin and waste receptacles. Sanitary napkin disposal containers shall be lined with new receptacle bags. Waste bags with napkins and gloves shall be sealed and placed in the regular trash.
- Doors: All parts of the door structure, including handles, frames and jambs shall be clean and free of blood, body substances, dust, dirt, debris, adhesive tape, and spillages.
- Glazing, Including Partitions: All internal glazed surfaces shall be clean and disinfect/sanitize and free of smears, grime, and tape substances.
- Trash Removal: All trash shall be removed as scheduled and by the end of the day if not indicated. All trash (including trash in restrooms) shall be collected and removed to a location designated by the CO or their designee. Trash containers shall be emptied and kept clean and odor-free, and free of dirt, dust, debris, residue, and spilled material. Plastic liners for all trash, debris and recycling containers shall not be torn, worn, or contain residue. Please refer to the trash and recycling portion of these specifications.
- High Cleaning Surfaces above 6 Feet: Surfaces shall be cleaned and free of dust and cobwebs. This does not include the removal of vents, tiles, or fixtures to accomplish high cleaning. Where glass is present, both sides shall be clean and free of streaks (interior of building only).
- Outdoor and Playgrounds- External Areas: The complete external areas including playground areas shall be clean and free of trash, paper, and other discarded materials. There shall be no evidence of gum and other foreign substances on the hard surfaces. Any hazardous conditions or items in need of repair should be identified and a written notice immediately given to the CO or their designee.
- Outdoor Playground Equipment: Equipment shall be clean and free of gum, other foreign substances, spillages, and droppings. Pressure washing shall be used where appropriate. The Contractor shall ensure that run-off into drains and sewers are minimized.
- Outdoor Hard (concrete and asphalt) Surfaces: These surfaces shall be clean and free of gum, other foreign substances, spillages, and droppings. Pressure washing shall be used where appropriate.
- Outdoor Resilient, Rubber Surfaces: These surfaces shall be clean and free of gum, other foreign substances, spillages, and droppings. Broom with soft nylon bristles or blow off loose material as needed. Hose down with water. Do NOT pressure wash resilient, rubber surfaces. The cleaning of playgrounds with rubber and resilient surfaces shall be in accordance with the manufacturer's recommendations. Wash resilient rubber surfaces with soft soap and water. Do not use harsh chemical cleaners. Instead, use soft soap (like laundry detergent) mixed with warm water. The Contractor shall ensure that run-off into drains and sewers are minimized.
- Window Treatments (blinds, shades, curtains): Window treatments shall be clean and free of dust, dirt, debris, and spillages. All sides of blinds, cord tapes, and valances are to be clean and free of dust.
- Window Washing: Windows shall be clean and free of dirt, grime, streaks, tape substances, and excessive moisture. Window sashes, sills, woodwork, and other surroundings of interior glass shall be

free of drippings and other watermarks. Windows that have window film shall be cleaned using the manufacturer's instructions for window washing.

- Furniture: All furniture shall be free of dust, dirt, spillages, and spots.

#### **C.9.10.10 RESERVED**

#### **C.9.10.11 Reserved**

#### **C.9.10.12 RESERVED**

#### **C.9.10.13 Cleaning Schedule**

The cleaning schedule is considered the Contractor's efficient approach to the work. Changes necessary for achieving the contract performance work statement requirements shall be the responsibility of the Contractor and implemented at no additional cost to the government. Cleaning schedules and any revisions are to be submitted to the CO or their designee for approval prior to implementation. The Contractor shall submit a separate cleaning schedule for each building under the scope of the contract.

The initial cleaning schedule is due in the proposal package. No later than fifteen (15) calendar days prior to the start of contract, the Contractor shall submit a finalized cleaning schedule to the COR for approval that fully details when each cleaning activity will be performed. This finalized cleaning schedule shall include the dates and Contractor to be used for all subcontracted services. The plan shall be updated as needed to meet the contractual requirements and building standards. **The Cleaning Schedule is a living document and may be subject to change depending on the needs of the contract. The Contractor shall be obligated to adhere to the cleaning schedule. The Contractor's cleaning schedule will be utilized by the Government in conjunction with the QASP to effectively assess the Contractor's performance to ensure that the services performed meet contract standards.** If the contract is modified to the extent where a change in the Cleaning Schedule is necessary, the Contractor is required to provide an updated Cleaning Schedule to the CO or their designee for review acceptance.

The Contractor's cleaning schedule shall include all standard services as described in this specification. The Contractor's cleaning schedule shall, at a minimum, include the following:

- Daily cleaning activities, locations, times, and associated staffing to accomplish the work
- Weekly cleaning activities, locations, times, and associated staffing to accomplish the work
- Monthly cleaning activities, locations, times, and associated staffing to accomplish the work
- Periodic cleaning activities, locations, times, and associated staffing to accomplish the work

#### **C.9.10.14 Reserved**

#### **C.9.11 Above Standard Services**

The Contractor shall provide interior and exterior above standard services to fulfill the Government's intermittent need for work. These services are in addition to the services specified as a standard service. The Contractor shall not divert workforce to accomplish above standard services.

Submit as part of your initial proposal the pricing for the following above standard services in [Section B](#). When requested to provide these services, the Contractor will be compensated at the quantity rate specified on the electronic offer sheet (See Section B, Services, Ordering and Prices).

The Government reserves the right to obtain supplies and services from other sources if prices are found not to be fair and reasonable, based on competitive fair market prices.

**NOTE TO SPEC WRITER: DELETE ANY OF THE FOLLOWING SERVICES THAT DO NOT APPLY TO YOUR CONTRACT. FOR THOSE ITEMS THAT DO APPLY ENSURE SERVICE IS DEPICTED IN A LINE ITEM IN SECTION B.**

##### **C.9.11.1 Carpet Extraction (Private Areas)**

When ordered, the Contractor shall provide carpet extraction priced per square foot. The quality standard for providing above standard service is the same as that described in the 'Carpets and Rugs' section.

##### **C.9.11.2 Interior Window Washing**

The quality standard for providing above standard service is the same as that described in [Section C.3.1.12 Interior Window Washing](#).

##### **C.9.11.3 Exterior Window Washing**

The quality standard for providing above standard service is the same as that described in [Section C.3.2.2 Exterior Window Washing](#).

##### **C.9.11.4 Pressure Washing and Steam Cleaning**

Cleaning: The Contractor shall remove all dirt, debris, residue, gum, grease, and tar from the exterior areas (including parking garages) of the building(s) with the approval of the CO or their designee. The Contractor shall use best management practices to protect water quality and must comply with federal, state, and local requirements to prevent pressure washing generated wastewater from discharging into the storm drain system. The Contractor is responsible for identifying and complying with state and local environmental regulations for the proper collection and disposal of pressure washing wastewater.

##### **C.9.11.5 Tree Thinning**

Tree thinning shall reduce the density of live branches towards developing the natural branching structure. Thinning shall result in an even distribution of branches on individual limbs and throughout the crown, to

provide free air circulation through the remaining limbs and branches. Not more than 25 percent of the crown should be removed annually.

Tree maintenance shall be performed only by certified arborists. Operations shall comply with applicable Occupational Safety and Health Administration (OSHA) standards, ANSI Z133.1, as well as State and local regulations.

Climbing spurs shall not be used when climbing and thinning trees. Tree branches shall be removed in a manner not to cause damage to other parts of the tree, other plants, or property. Branches too large to support with one hand shall be precut to avoid splitting of the wood or tearing of the bark. Where necessary, ropes or other equipment shall be used to lower large branches or portions of branches to the ground.

#### **C.9.11.6 Government Furnished Trees and Plants**

Government furnished trees and plants shall be planted in the ground or in planters as approved by the CO or their designee. Native trees, shrubs, and herbaceous materials shall be used to support habitats for pollinators. Preference shall be given to the use of native perennials, with long bloom cycles.

#### **C.9.11.7 Snow and Ice Removal for Areas Requiring Heavy Equipment**

The Contractor shall furnish the necessary heavy equipment and other items needed to clear or haul snow and ice from parking areas, roads, driveways, plaza areas, etc. when an order is issued. Heavy equipment includes ride-on equipment such as front-end loaders, backhoes, bobcats, snow plows, etc.

The Contractor shall use caution when snow removal is in progress to prevent any damage to the buildings, grounds, vegetation, landscape areas, sidewalks, roads, fire hydrants, shrubs, signs, and other protrusions. The Contractor shall be held liable for any damages incurred to Government property during the performance of work. All locally prescribed safety regulations, laws, and practices shall be carefully observed in performance of the work.

#### **C.9.11.8 Sub-Contracted Graffiti Removal**

When ordered by the Government, the Contractor shall remove graffiti using a subcontractor who specializes in the task of removing graffiti. In cases involving historical preservation all cleaning methods shall be coordinated with the CO or designee and the Regional Historic Building Preservation Officer. Graffiti that cannot be removed with such methods shall be reported to the CO or their designee.

#### **C.9.11.9 High Cleaning**

The Contractor shall utilize stepping stools, ladders and other equipment necessary to clean areas above 10 feet in height such as return air ducts, high lobby surfaces, signage, sills, etc. The intent of above standard high cleaning is to clean the high areas not accessible or thoroughly cleaned by regular Contractor employees on a daily basis. The high surfaces shall be cleaned free of dirt, dust, and cobwebs. Where glass is present, both sides shall be clean and free of streaks. This does not include removal of vents, tiles, or fixtures.

#### **C.9.11.10 Machine Strip and Wax Resilient Office Floors**

When ordered, the Contractor shall provide pricing per square foot. Floors shall be machine stripped and sealed with 4 coats of finish. UNDER NO CIRCUMSTANCES SHALL BURNISHING OR DRY STRIPPING METHODS BE USED ON ACBM FLOORING.

#### **C.9.11.11 Holding Cell Interiors**

*[[[NOTE TO SPEC WRITER: Routine cleaning of holding cells is a standard service. This section is for tenant requested cleaning beyond a routine basis.]]]*

Holding cell cleaning shall include floors, walls, fixtures and surfaces. Cleaning shall be performed to the same quality standard as outlined in [Section C.3.1.4](#). When ordered, the Contractor shall provide the service at a per hour rate.

#### **C.9.11.12 Cleaning/Polishing of Exterior Brass**

When ordered by the Government, the Contractor shall provide a specialized subcontractor to clean and polish the brass work Regions, **Specify items \_\_\_\_\_ and \_\_\_\_\_ locations.** All surfaces including flat surfaces, corners, crevices, moldings, edges, and ledges shall be free of dirt, streaks, spots, hand marks, oil, smudges, soiled substances, encrustation and streaks.

#### **C.9.11.13 Postal Service Floor Sealing**

The United States Postal Service has special requirements for the sealing of the floors in postal work rooms. GSA will provide this service on a reimbursable basis to the Postal Service.

#### **C.9.11.14 Additional Disinfecting of Frequently Touched Surfaces**

This scope is to be used in response to any request for additional iterations of cleaning and disinfecting above and beyond the standard services in C.3.1.7. When ordered, the Contractor shall provide the service at a per square foot rate.

1. The Contractor must wear disposable gloves (e.g., latex or nitrile), facemasks and any additional personal protective equipment as recommended by the cleaning and disinfectant product manufacturers.
2. The Contractor must clean all visibly dirty surfaces using general detergents or cleaning products compatible with the surface materials being cleaned and in accordance with directions provided by the product manufacturer.
3. The Contractor must wipe down all high-touch (frequently touched) surfaces using a disinfectant from the U.S. Environmental Protection Agency-registered list of products identified as effective against Novel Coronavirus SARS-CoV-2 ([Disinfectants for Use Against SARS-CoV-2](#)) or another product containing the same active ingredient(s) at the same or greater concentration than those on the list.

4. The Contractor must use all products in accordance with directions provided by the manufacturer. Examples of high-touch (frequently touched) surfaces include, but are not limited to, handrails, door knobs, key cards, light switches, countertops, water faucets and handles, work surfaces, computer keypads and computer mouse devices, elevator buttons, sinks, toilets and control handles, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls. Disinfected surfaces should be allowed to air dry.

#### **C.9.11.15 Disinfecting In Response To a COVID-19 or Other Pandemic Incidences**

***[[[NOTE TO SPEC WRITER: For COVID-19 incidents, follow all current COVID-19 policy and procedures, including provisions where GSA pays directly for enhanced cleaning and disinfecting services required in Scope 3. The intent of including COVID-19 incidents in the above standard section of the spec is to identify those circumstances that are a non-routine service and to obtain separate pricing from the Contractor to allow the regions the flexibility to respond to future changes in COVID-19 policy and procedures. Link to [Covid Scopes](#). For other pandemic incidences, follow CDC recommendations.]]]***

This procedure is to be followed whenever a Novel Coronavirus (“COVID-19”) incident (defined below) occurs in a facility under the jurisdiction, custody or control of the U.S. General Services Administration (a GSA-controlled facility). For other pandemic incidences, follow CDC recommendations. A COVID-19 event is defined as an instance when someone who is confirmed or suspected to have COVID-19 enters or occupies a building. When ordered, the Contractor shall provide the service at a per square foot rate. The Contractor should provide pricing for services during normal business hours and another for services outside of normal business hours.

Qualifications. The Contractor performing the work must have the required supplies, and the Contractor staff must be trained in current blood-borne pathogens requirements, as defined by the Occupational Safety and Health Administration (29 C.F.R. 1910.1030). The minimum supplies required are cleaning products containing soap or detergent compatible with the surfaces being cleaned and disinfectant products either registered by the U.S. Environmental Protection Agency (“EPA”) as effective against emerging infectious agents ([Disinfectants for Use Against SARS-CoV-2](#)) or equivalent products containing the same active ingredient(s) in similar or greater concentration levels as those listed and registered by EPA. If a subcontractor is necessary to execute this option, the Contractor shall propose that solution to the Government inclusive of the subcontractor to be used and their capabilities statement.

#### Procedures

1. The Contractor must submit any proposed cleaning and disinfectant products, along with the associated Safety Data Sheets, to the Contracting Officer’s Representative (“COR”) or the COR’s designee for review and approval prior to use.
2. Once approved, the Contractor must use all cleaning and disinfectant products in accordance with the manufacturer’s directions.
3. Prior to entering the area to be cleaned and disinfected, the Contractor must don the appropriate personal protective equipment (PPE) required for the specific cleaners and disinfectants to be used. At a minimum, the Contractor must wear nitrile, latex or similar

non-cloth disposable gloves and facemasks.

4. The Contractor must clean all frequently touched surfaces in the immediate area(s) accessed by the individual. The Contractor must also clean any porous surfaces in the area(s) that contain visible contamination to the extent feasible using products compatible with those surfaces.
5. The Contractor must disinfect all frequently touched surfaces in the immediate area(s) accessed by the individual using the approved disinfectant. The disinfectant must be applied in such a manner as to ensure solid surfaces are visibly moist. The Contractor must also take extreme care to avoid damage to telecommunications and electronic equipment, GSA's fine arts collection, historic materials and finishes, cloth surfaces, carpeting, and wood furnishings during the application of any disinfectant.

Frequently touched surfaces include, but are not limited, to handrails, door knobs, key pads, keyboards, computer mouse devices, touch screens, light switches, countertops, table tops, water faucets and handles, work surfaces, elevator buttons, sinks, toilets and control handles, restroom stall handles, toilet paper and other paper dispensers, door handles and push plates, and water cooler and drinking fountain controls.

6. The Contractor must allow the disinfectant to remain on surfaces until air dry.
7. The Contractor must place used supplies, including gloves, rags and containers and any PPE, in sealed plastic trash bags. Bags must be tied shut and disposed of as ordinary waste.
8. Once the affected area(s) have been cleaned, disinfected and dried, they can be opened back up to regular occupancy and use.

## END OF SECTION C

### D. PACKAGING AND MARKING

**[[[NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION]]]**

### E. INSPECTION AND ACCEPTANCE

**[[[NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION]]]**

### F. DELIVERIES OR PERFORMANCE

**[[[NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION]]]**

### G. CONTRACT ADMINISTRATION DATA

**[[[NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION]]]**

## H. SPECIAL CONTRACT REQUIREMENTS

### H.1 Contractor Responsibilities

#### H.1.1 Standards of Conduct

The Contractor shall be responsible for maintaining satisfactory standards of employee competency, conduct, appearance, and integrity and shall be responsible for taking such disciplinary action with respect to its employees as may be necessary. Smoking (including vaping, and e-cigarettes) is not allowed in the building per GSA's 'No Smoking Policy.' Each employee is expected to adhere to standards of behavior that reflect favorably on their employer, and the Federal Government.

#### H.1.2 Supervisors

A supervisor shall be available at all times when the contract work is in progress to receive notices, reports, or requests from the CO or their designee. The Contractor shall provide the CO or their designee with a list of telephone numbers where an authorized representative may be contacted at any hour to provide required services. The list of contact information shall be provided five (5) business days prior to the start of the contract.

#### H.1.3 Training

The Contractor shall provide employees with training to broaden their technical skills, improve customer service, and to promote personal development. Training provided shall embrace the concepts of providing and maintaining quality cleaning that is safe, healthy, and sustainable. [www.issa.com](http://www.issa.com) as well as other cleaning groups offer their members educational materials on these items. The Contractor shall submit written certification to the CO or designee within five (5) business days of the completion of training for each employee.

##### H.1.3.1 Supervisor Training

Each supervisory employee must maintain a current certification in Advanced Custodial Technician from the Cleaning Management Institute (CMI) or equivalent. The CO or their designee will approve any equivalent course. The training shall be conducted, at no additional expense to the Government, within 90 calendar days of Contract start date or new employee onboarding. The Contractor shall submit written certification to the CO or designee within five (5) business days of the completion of training for each employee..

##### H.1.3.2 Asbestos Awareness Training

**[[[(For Buildings Which Contain Asbestos Or Where It Has Been Presumed, otherwise label as "Reserved")::]]]** The Contractor shall ensure that all employees, including replacement workers, receive asbestos training and annual refresher training appropriate to their level of activity and OSHA class of work, in accordance with 40 C.F.R. § 763 and 29 C.F.R. § 1910. The Contractor shall follow all instructions for each asbestos class job as outlined in 29 C.F.R. § 1910. The training shall be provided by the Contractor for their employees, at no additional expense to the Government, within sixty (60) calendar days of the employee's commencement of employment on this contract. The Contractor shall submit written certification to the CO or their designee within five (5) days of the completion of the training.

#### H.1.4 Uniforms

All employees shall wear distinctive, uniform clothing for ready identification. Uniforms shall be neat, clean, in good repair, and have a badge or monogram with the Contractor's name on it.

#### **H.1.5 Key Control**

The Contractor shall follow the building's key control program. The Contractor shall maintain a current and accurate key control log documenting what keys were given to which Contractor's personnel or subcontractors. The Contractor is financially liable for the cost of rekeying if keys are lost or not recovered from employees or subcontractors.

#### **H.1.6 Qualifications of Personnel**

##### **Qualifications of Supervisory Employees**

Supervisory contract employees shall have a minimum of 3 years of experience with managing and related services in building(s) of similar size and complexity. At the discretion of the CO or their designee formal training may be substituted for experience. The on-site supervisor is required to be fully conversant in English.

##### **Qualifications of Contractor Personnel**

The Contractor shall provide appropriate training to their employees. The personnel employed by the Contractor shall be capable employees, who are trained and qualified in one or more related type service requirements.

The building(s) shall be fully staffed, beginning the first day of work under the contract, unless authorized by the CO or their designee. The Contractor's staff shall be familiar with the building's Occupancy Emergency Plan, which includes the shelter in place program. Further information on the program shall be provided by the CO or their designee.

#### **H.1.7 Protection and Damage**

The Contractor shall make reasonable efforts to assist the Government to prevent hazardous conditions and property damage. To the extent that relevant conditions or activities are noted but are not associated with the Contractor's scope, the Contractor shall promptly report such conditions or activities to the CO or their designee, or to security personnel.

The Contractor shall protect the Government's property, buildings, materials, equipment, supplies, records and data that are within the Contractor's control against unauthorized access, loss or damage.

The Contractor shall establish a system for on-site workforce personnel to report potentially hazardous conditions, fires, and items in need of repair (e.g. inoperative lights, broken windows or doors, torn carpets, leaking sinks, urinals or commodes, dead trees or shrubs, etc.) in the building to the CO or their designee or other designated Government representatives, regardless of whether the condition is within the Contractor's responsibility.

The Contractor and Contractor's employees and subcontractors shall comply with the General Services Administration, 'Rules and Regulations Governing Conduct on Federal Property' (as posted in the building), and shall promptly report violations by employees, or as otherwise observed, to the CO or their designee, or security personnel.

#### **H.1.8 Miscellaneous Requirements**

The Custodial Contractor shall, at a minimum:

- Ensure that the Contractor's employees participate in building fire and civil defense drills.
- Ensure if applicable, rooms are locked after cleaning and that keys are returned to the designated office.
- Ensure that lost and found articles by the Contractor's employees are turned in to the CO or their designee.
- Ensure that the Contractor employees notify the security officer on duty when unauthorized or suspicious person(s) are seen on premises.
- Ensure that the Contractor's employees notify CO or their designee of any observed hazardous material, or Universal Waste materials in the trash or recycling receptacles.
- Ensure that the Contractor's employees **[[[Region, Take Out If the Custodial Contractor Does Not Have This Responsibility]]]** raise, lower, and half-staff the United States Flag, agency pennants, and other flags (POW flag). This service shall be provided when directed by the CO or their designee and shall comply with requirements in the [GSA Flag Policy](#)

## **H.2 Strike Contingency Plan (SCP)**

The Contractor shall prepare a Strike Contingency Plan to be used in the event of a strike by his employees. The Strike Contingency Plan (SCP) shall be submitted to the CO or their designee

**5 calendar days prior to the contract's start date and updated annually.** At a minimum, the SCP shall include the following information:

- Support Personnel: The SCP shall describe in detail how the Contractor shall staff the building to provide the services defined in this specification in the event of strikes by his employees. The Contractor shall keep HSPD-12 requirements and time frames in mind when preparing this plan.
- Training and Certifications: The SCP shall describe in detail how the Contractor shall provide personnel that meet experience requirements, assuring the Government that all temporary or replacement employees (including the sub-contractor's employees) shall meet the experience and certification requirements defined in this contract.

## **H.3 Occupant Emergency Plan (OEP)**

The Government's Occupant Emergency Plan (OEP) is used by the CO or their designee during building emergencies. Designated Contractor personnel, including the on-site supervisor(s), shall be thoroughly familiar with the Government's OEP. All of the Contractor's employees shall be trained by the Contractor to fully understand their responsibilities relative to each emergency plan. The Contractor shall participate in fire and other emergency drills. The Contractor shall be required to perform the services required by the contract and as identified by the CO or their designee to the extent allowed during all emergency situations including but not limited to: fires, accidents and rescue operations; the Contractor's personnel strikes; other service contractors on strike; civil disturbances; natural and man-made disasters, and utility service outages.

## **H.4 Provided By The Government (Not Identified Elsewhere in the Specification)**

Provided by the Government is:

- Electrical power at existing outlets for the Contractor to operate equipment which is necessary to perform their work.
- Hot and cold water as necessary limited to the normal supply provided in the building. No special heating or cooling of the water shall be provided.

- Space in the building including locker rooms, if available. Any existing equipment in space authorized for use by the Contractor such as lockers, tables, benches, chairs, etc. that was placed within the building by the Government may be used by the Contractor during the term of the contract, provided authorization is received from the CO or their designee. This space and equipment shall be kept neat and clean. Upon contract completion, the space shall be returned to the Government in reasonably the same condition as at the time of award.
- Space in the building for the storage of supplies and equipment inventories that are used in the performance of work under this contract. The Contractor shall maintain this space in a clean, neat and orderly condition. Under no circumstances shall the Contractor store flammable or explosive liquids (naphtha, gasoline, etc.) in the building. The Government is **not responsible** in any way for damage or loss to the Contractor's stored supplies, materials, replacement parts or equipment.
- Custodial closets, where available, at various points throughout the building, for storing equipment, including mops, brooms, dust cloths, and other items. These closets and the stored equipment shall be kept clean and organized by the Contractor. Sinks and buckets shall be kept clean and free of standing water and hoses shall not be left connected to faucets when not in use.
- When available, space in the building for furniture and furnishings for a supervisor's office to be for official business only in the performance of this contract. If the Government supplies telephones, they shall only be used for communication related to the contract. The Contractor or the Contractor's employees shall not use Government property in any manner for any personal advantage, business gain, or other personal endeavor.
- Heating and air conditioning of the space to be cleaned will be provided only during normal building operating hours.

**[[[NOTE TO SPEC WRITER: PLEASE ADD ANY ADDITIONAL GOVERNMENT FURNISHED SPACE, PARKING, EQUIPMENT OR PROPERTY THAT THE REGION PROVIDES. ALSO THE CO OR THEIR DESIGNEE SHALL BE NOTIFIED TO ADD ALL APPLICABLE FAR CLAUSES INCLUDING THE APPROPRIATE ENVIRONMENTAL CLAUSES.]]]**

#### **H.4.1 Use of Government Information Technology**

Contractor personnel requiring access to GSA's Network shall comply with all Federal Information Technology (IT) regulations regarding Trusted Internet Connection (TIC) in conjunction with PBS and GSA Chief Information Officer (CIO) IT policies, i.e., all PBS IT systems needing network connectivity must reside on the GSA network.

Contractors that require Network Connection for PBS IT systems shall use only Government-furnished network equipment and computer hardware.

- Network equipment includes all equipment that has IP routing and switching functionality.
- Computer hardware includes, but is not limited to servers, PCs, laptops and their peripherals (monitors, mice and keyboards).
- Proprietary system hardware/software can be vendor provided, but is subject to network and system testing, review and approval for connection to GSA's network and acceptance of the PBS CIO.

If the Contractor requires access to GSA's Network, they shall submit their request in writing to the CO or their designee for approval. Approved requests shall be forwarded to the PBS CIO for approval. Please note that the availability of computer hardware is dependent on budgeted funds dedicated for this purpose,

which may or may not be renewed on an annual basis. Refreshes required for an existing GSA workstation shall be coordinated through regional local OCIO's office. No hardware (workstations, servers, switches) shall be provided unless an approved network diagram is submitted.

If a Contractor comes into contact with information or data where there is not a 'need to know' or they do not have authorization to have, they shall turn in the information and/or data immediately to the CO or their designee.

#### **H.4.2 Safeguarding Sensitive Data and Information Technology Resources**

In accordance with FAR 39.105, this section applies to all users of sensitive data and information technology (IT) resources, including awardees, contractors, subcontractors, lessors, suppliers and manufacturers. The following GSA policies must be followed. These policies can be found at <http://www.gsa.gov/directives>

- CIO P 2100.1 GSA Information Technology (IT) Security Policy
- CIO P 2100.2B GSA Wireless Local Area Network (LAN) Security
- CIO 2100.3B Mandatory Information Technology (IT) Security Training Requirement for Agency and Contractor Employees with Significant Security Responsibilities
- CIO 2104.1A GSA Information Technology IT General Rules of Behavior
- CIO 2105.1 B GSA Section 508: Managing Electronic and Information Technology for Individuals with Disabilities
- CIO 2106.1 GSA Social Media Policy
- CIO 2107.1 Implementation of the Online Resource Reservation Software
- CIO 2160.4 Provisioning of Information Technology (IT) Devices
- CIO 2162.1 Digital Signatures
- CIO P 2165.2 GSA Telecommunications Policy
- CIO P 2180.1 GSA Rules of Behavior for Handling Personally Identifiable Information (PII)
- CIO 2182.2 Mandatory Use of Personal Identity Verification (PIV) Credentials
- CIO P 1878.2A Conducting Privacy Impact Assessments (PIAs) in GSA
- CIO IL-13-01 Mobile Devices and Applications
- CIO IL-14-03 Information Technology (IT) Integration Policy
- HCO 9297.1 GSA Data Release Policy
- HCO 9297.2B GSA Information Breach Notification Policy
- ADM P 9732.1 D Suitability and Personnel Security

***[[[NOTE: THE CONTRACTOR AND SUBCONTRACTORS MUST INCLUDE THIS SECTION IN ALL SUBCONTRACTS.]]]***

#### **H.5 Security Requirements and Personal Identity Verification Procedures (Non-Classified Contract)**

***[[[NOTE TO SPEC WRITER: TO ENSURE THAT THE LANGUAGE BELOW IS CURRENT, ACCURATE AND RELEVANT PLEASE CONSULT WITH YOUR REGIONAL OFFICE OF MISSION ASSURANCE PRIOR TO SOLICITATION.]]]***

This contract incorporates once or more clauses by reference, with the same force and effect as if they were given in full text. Upon request, the Contracting Officer will make their full text available. .

- FAR 52.204-9 PERSONAL IDENTITY VERIFICATION OF CONTRACTOR PERSONNEL (JAN 2011)
- GSAR 552.237-71 QUALIFICATION OF EMPLOYEES (MAY 1989)

#### **H.5.1 Fitness Determinations**

- All contractors requiring routine unescorted access to Federally-controlled facilities for more than 6 months (defined as long-term contractors) and/or information systems will be required to undergo a fitness determination before that contractor can work on a GSA contract. The long-term contractor must have an initial fit determination and have a Tier 1 or higher background investigation initiated in order to obtain a GSA Access Card. Long-term contractors cannot begin work on a GSA contract without at least an initial fit determination and cannot be escorted prior to obtaining an initial fit determination. After the initial fit determination and prior to the time that a GSA Access Card is issued, such long-term contractor will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
- Failure of a long-term contractor to receive a favorable fitness determination shall be cause for removal of the contractor from the work site and from other work in connection with the contract.
- Long-term Non-United States citizen contractors (resident in the United States or its territories for less than three consecutive years) will complete the Special Agreement Check (SAC) if they need routine physical access and cannot start work or be escorted on a contract prior to a favorable SAC determination. A long-term non-US citizen contractor must apply for a long-term investigation and must receive a favorable fitness determination before the expiration of the prior SAC or the contractor must be removed from the GSA contract. After receiving a favorable SAC determination, short-term contractor will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
- Contract employees working greater than 15 days, but less than 6 months (short-term contractors) must go through a Special Agreement Check (SAC) if they need routine physical access and cannot start work or be escorted on a contract prior to a favorable SAC determination. After receiving a favorable SAC determination, short-term contractor will be required to comply with normal facility access control procedures, including sign-in, temporary badging, and escorted entry, as applicable.
- The Government, at its sole discretion, may grant initial fitness determinations to long-term contractors. However, the granting of an initial fitness determination to long-term contractors shall not be considered as assurance that a final favorable fitness determination will follow.
- The Contracting Officer or their designated representative shall provide the Contractor with required forms for obtaining necessary fitness determination. The Contractor shall be required to cause such forms to be returned to the Government for processing not later than 14 days following being provided by the Government.
- The Contractor shall be responsible for planning and scheduling its work in such a manner as to account for facility access issues. Difficulties encountered by the Contractor in gaining access to facilities by its employees and subcontractors shall not be an excuse to any Contractor performance under the contract.

#### **H.5.2 Compliance with Security Requirements**

- The Contractor shall comply with all GSA and tenant agency security requirements in the building(s) where work is being performed.
- When a physical access control system is used by a tenant agency at a site where work is performed, the tenant agency will be responsible for providing any required access credentials. Credentials shall be displayed at all times or as otherwise required by the tenant agency.

### **H.5.3 Identification Responsibility**

- Upon receipt of an initial fit determination and have a Tier 1 or higher background investigation initiated, long-term contractor can be issued GSA Access Card permitting regular access to the building(s) where work is being performed.
- Long-term contractors with a GSA Access Card shall be required to comply with all applicable access security screening procedures, for initial and subsequent recertification, applicable to Government or other personnel possessing similar Credentials.
- All long-term contractors possessing GSA Access Cards shall visibly display their Credentials at all times while in the building(s) where work is being performed.
- Long-term contractor shall be responsible for ensuring that all GSA Access Cards are returned to the Government within 24 hours when a particular long-term contractor or subcontractor will no longer be providing service under the contract at the building(s) covered by the Credential.
- Long-term contractor will notify the Government when GSA Access Cards are lost and/or stolen. In that event, the Contractor will be responsible for reimbursing the Government for its cost in issuing a replacement GSA Access Card.

### **H.6 Identification Credential**

Upon receipt of favorable suitability determination as indicated herein, each employee of the Contractor shall be issued an identification credential. At all times while working on the contract, Contractor employees, including the sub-contractor employees, shall have in their possession the specific Government identification credential issued to them by the Government. The identification credential shall be always displayed and be visible while on Government property. The CO or their designee, Government law enforcement, or security personnel shall periodically verify that passes of Contractor employees match their personnel identification. The Contractor's employees shall comply with security verification procedures at all times.

The Contractor shall see that every contract employee has a Government-issued identification credential before the employee enters on duty. As required by the Government, the Contractor shall make their employees available for photo identification badges, on a schedule to be worked out with the Contracting Officer or their designee. The Government will make the identification credentials badges after a favorable security determination has been received for the Contractor's employees. All credential identification shall have an expiration date and all Contractor employees shall sign their badges at the time of photographs are taken.

The Contractor shall be responsible for ensuring that all identification credentials are returned to the Contracting Officer or their designee as their employees leave the contract (e.g., contract is completed, employees leave employment of the company, employees are dismissed or terminated). The Contractor shall notify the Contracting Officer or their designee when employee badges are lost.

The Contractor shall be responsible for paying the Government for replacement credentials at the current cost per badge.

## H.7 Escort Requirements

Only temporary contractors (work duration of 15 days or less) can be escorted. Contractors summoned for an emergency service call can be escorted as they are considered a temporary contractor. All short-term and long-term contractors will need to obtain an appropriate favorable fitness determination before being allowed to work on a GSA contract and cannot be escorted prior to obtaining the appropriate favorable fitness determination. ALL temporary contractors shall be escorted in non-public spaces by a Government employee or another responsible cleared contract employee that is approved by the Contracting Officer or their designee. Other Government agencies may have specific agency security requirements for their own spaces that may only allow escort by Government employees or those designated by their agency. Government employees or approved long-term contractors that provide escorts for temporary contractors must always be in close proximity and eyesight of the temporary contractor. The contract escort must watch temporary contractors and remain with temporary contractors for the entire time they are in the building and/or federally controlled spaces. A temporary contractor cannot be left alone or out of eyesight at any time when they are in non-public space. A long-term contractor that's approved to escort may not bring temporary contractors into Federally controlled space that is not within close proximity or eyesight at all times. A long-term contractor that's approved to escort may not have multiple temporary contractors in non-public space on different parts of one floor or on different floors at the same time. Any security violation of escort requirements by a long-term contractor that's approved to escort temporary contractor will result in immediate removal from the contract of all contract employees involved, i.e., escorts and temporary contractors. Also, in accordance with security requirements, violations of escort requirements by any contractors may be grounds for termination of the contract.

## H.8 Removal from Contract Work

Under the following conditions, the Contracting Officer or their designee may request the Contractor to immediately remove any employee(s) from the work site. When the Government determines an employee to be incompetent, careless, insubordinate, unsuitable, or otherwise objectionable, or the Government deems an employee's continued employment is contrary to the public interest, inconsistent with the best interests of security, or is identified as a potential threat to the health, safety, security, general wellbeing, or operational mission of the facility and its population.

The Contracting Officer or their designee may also request the Contractor to immediately remove any employee(s) from the work site(s) when it is determined that individuals are being assigned to duty who have been disqualified for either an unfavorable background investigation or security reasons, or who are found to be unfit for performing duties during their tour(s) of duty.

The Contractor employees who are removed from contract work shall be required to leave the work site immediately.

The Contractor must comply with any removal request. For clarification, a determination to remove an employee will be made for, **but is not limited to**, incidents involving the most immediately identifiable types of misconduct or delinquency, as set forth below:

- Failure to receive a suitability determination, temporary clearance, or clearance from GSA or a tenant agency.
- Violation of Federal, State, or local laws

- Violation of the Rules and Regulations Governing Public Buildings and Grounds, 41 C.F.R. § 101-20.3. This includes the carrying or possession of explosives or items intended to be used to fabricate an explosive or incendiary device.
- Neglect of duty, including sleeping while on duty, unreasonable delays, failure to carry out assigned tasks, conducting personal affairs during official time, refusing to render assistance, or cooperate in upholding the integrity of the security program at the work site.
- Falsification or unlawful concealment, removal, mutilation, or destruction of any official documents or records, or concealment of material facts by willful omissions from official documents or records.
- Disorderly conduct uses of abusive or offensive language, quarreling, intimidation by words or actions, fighting, or participation in disruptive activities that interfere with the normal efficient operations of the Government.
- Theft, vandalism, immoral conduct, or any other criminal action.
- Selling, consuming, or being under the influence of intoxicants, drugs, or substances which produce similar effects while in or on Federally controlled property.
- Improper use of Government identification.
- Unauthorized use of communication equipment on Government property.
- Violation of security procedures or regulations.
- Violation of Title 18, U.S.C., Section 930, which prohibits the knowing possession or the causing to be present firearms or other dangerous weapons in Federal facilities and Court facilities.

The Contracting Officer or their designee shall make all determinations regarding the removal of any employee(s) from the work site(s), except under certain conditions. **The Contractor shall ensure that all cards and keys are returned to the government within 24 hours.** When a Contracting Officer or their designee is not available (either during the day or after hours), in situations where a delay would not be in the best interest of the Government, or the employee is identified as a potential threat to the health, safety, security, general wellbeing, or operational mission of the facility and its population, Federal Law enforcement officers of the Department of Homeland Security (DHS) /Immigrations and Customs Service (ICE)/Federal Protective Service (FPS)/U.S. Marshals Service (USMS) will have the authority to immediately remove any contract employee from the work site. The Contracting Officer or their designee shall be notified as soon after the incident as practical or at the beginning of the next business day if an action happened after hours. The Contracting Officer or their designee shall make all official notifications to the Contractor. In the event of a dispute, the Contracting Officer or their designee shall make a final determination. Specific reasons for removal of an employee(s) will be provided to the Contractor in writing.

The Contractor is responsible for providing replacement employees in cases where contract employees are removed from working at the work site or on the contract.

## **H.9 Sensitive But Unclassified (SBU) Building Information**

Dissemination of sensitive but unclassified paper and electronic building information shall be made on a need-to-know basis in accordance with GSA Order PBS P 3490.3, a copy of which will be made available upon request.

GSA Contractors that do not have HSPD-12 compliant clearances cannot obtain Sensitive But Unclassified (SBU) information (Privacy Act data, building information, and financial information) through GSA's IT systems.

Building information, designated and labeled as SBU, is information related to GSA-controlled space that is sensitive and warrants protection from full and open public disclosure, but does not warrant classification. This information requires safeguarding and dissemination controls in order to diminish the potential that building information will be accessible to a person or persons with an interest in causing harm.

Contractors and prospective bidders **with a need to know**, that do not have HSPD-12 clearances and access rights to GSA IT systems, can be provided with SBU building information, drawings, etc. in accordance with GSA Order 3490.3 (Document Security for SBU information, which) provides for the dissemination of paper and electronic SBU building information for all Federally controlled spaces (owned, leased, and delegated). Safeguarding 'Sensitive But Unclassified' (SBU) building information by the contractor is essential to put into practice every day and the contractor must use good judgment, common sense and take reasonable care to ensure that sensitive building information is protected in accordance with this directive. For more information on SBU the contractor can contact the CO.

SBU information includes but is not limited to:

- Paper and/or electronic documentation of the physical facility information.
- Building designs (such as floor plans).
- Construction and renovation/alteration plans and specifications.
- Equipment plans and locations.
- Building operating plans.
- Information used for building service contracts and/or contract guard services.

For all GSA-controlled facilities, any other information considered a security risk, shall be considered covered under this category.

All SBU building information, either in electronic or paper formats, shall have specific imprinting on each page to designate it as Government property and indicate the prohibition of copying, dissemination, and distribution.

Contractors authorized to receive SBU information shall provide the following identification:

- A copy of a valid business license.
- Verification of a valid DUNS Number.
- A valid IRS Tax ID Number.
- A valid picture state driver's license.

Contractors shall sign a Document Security Notice when they receive the information.

Contractors shall be responsible for safeguarding SBU information. SBU building information (both electronic and paper formats) must be protected, with access strictly controlled and limited to those individuals having a legitimate business need to know such information. GSA contractors and subcontractors must not take SBU building information outside of GSA or their own facilities or network, except as necessary for the performance of that C-3 contract. Access to the information must be limited to those with a legitimate business need to know.

At the completion of work, secondary and other disseminators shall be required to turn their Document Security Notice dissemination records to GSA to be kept with the permanent files.

All improper disclosures of SBU building information must be immediately reported to the CO. If the contract provides for progress payments, the CO may withhold approval of progress payments until the Contractor provides a corrective action plan explaining how the Contractor will prevent future improper disclosures of SBU building information. Progress payments may also be withheld for failure to comply with any provision in this clause until the Contractor provides a corrective action plan explaining how the Contractor will rectify any noncompliance and comply with the clause in the future.

When no longer needed, SBU building information must be destroyed so that marked information is rendered unreadable and incapable of being restored, in accordance with the guidelines provided for media sanitization within GSA CIO IT Security 06-32, Media Sanitization Guide and Appendix A of NIST Special Publication 800-88, Guidelines for Media Sanitization. Alternatively, SBU building information may be returned to the CO.

Destruction of SBU documents shall be done by burning or shredding hardcopy and/or physically destroying CD's, deleting and removing files from the electronic recycling bins, and removing material from computer hard drives using permanent erase utility or similar software.

All authorized contract users of SBU building information shall notify the GSA Disseminator in writing that they have properly disposed of the SBU building information/documents.

The GSA Disseminator shall maintain all records of SBU building information disposal (along with the signed Document Security Notices) pursuant to the GSA system of keeping long-term records and plans. All Document Security Notices and Records of Disposals shall be kept with the permanent files.

#### **H. 10 Prohibited Telecommunications Equipment**

The contractor shall comply with Section 889 of the John S. McCain National Defense Authorization Act (NDAA) for Fiscal Year 2019. Section 889 of the NDAA includes two prohibitions regarding certain telecommunications and video surveillance equipment and services (telecom).

- Part A, the Government cannot obtain prohibited telecom: Effective August 13, 2019, the Government may not obtain (through a contract or other instrument) certain telecommunications equipment or services produced by the following companies or their subsidiaries and affiliates:
  - Huawei Technologies Company
  - ZTE Corporation
  - Hytera Communications Corporation
  - Hangzhou Hikvision Digital Technology Company
  - Dahua Technology Company
- Part B, Contractors cannot use prohibited telecom: Effective August 13, 2020, the Government may not contract with an entity that uses telecommunications equipment or services, as a substantial or essential component of any system, or as critical technology as part of any system, produced by the same companies listed in Part A.
  - Use is "regardless of whether that use is in performance of a federal contract"
  - Section 889 Part B applies to every contract: no matter what your company makes or sells. As of August 13, 2020, any technology the Contractor uses must be checked to ensure

that it does not include prohibited components and be able to complete representation/reporting requirements in Federal Acquisition Regulation (FAR) subpart 4.21

#### **H.11 Recording Presence**

Each contract employee and subcontractor must sign-in when reporting for duty and sign out when leaving at the end of the workday. GSA Form 139 (Record of Time of Arrival and Departure from Building, which is only designated for use by the Contractor's personnel), shall be used for this purpose.

#### **H.12 Government Forms**

The various Government forms mentioned in this solicitation such as personal history forms, sign out forms, inspection forms, etc. may be obtained from the CO or their designee.

#### **H.13 Other Contractors**

The Government may undertake or award other contracts for additional work, and the Contractor shall fully cooperate with the other Contractors or Government employees. The Contractor shall carefully schedule their own work, in conjunction with the additional work, which may be directed by the CO or their designee. In addition, the Contractor shall not commit or permit any act, which will interfere with the performance or work by another Contractor, or by Government employees.

#### **H.14 Ordinances, Taxes, Permits and Licenses**

Without additional expense to the Government, the Contractor shall fully comply with: (a) all Federal, State, local, and city laws, and regulations and ordinances, (b) be liable for all applicable Federal, state and local taxes and (c) obtain and pay for all permits and licenses governing performance under the contract.

#### **H.15 Discrepancy in the Specifications**

In any case of discrepancy in the specifications, the matter shall be immediately submitted to the CO. The decision of the CO as to the proper interpretation of the specifications shall be final, in accordance with the Disputes Clause of this contract.

#### **H.16 Federal Requirements**

The Contractor shall comply with all applicable governance documents, including, but not limited to Federal, State and local laws, regulations, and codes. The Contractor is responsible for obtaining access to all referenced documents at their own expense. The Contractor shall obtain all applicable licenses, training, and permits. If a change in law and/or regulation requires the Contractor to implement an action that will result in an increase or decrease in contract price, the Contractor shall implement the required action and within 30 calendar days, submit to the CO a price proposal for such change. If the CO determines an equitable adjustment is substantiated, a modification to the contract shall be issued.

#### **H.17 Space Change Methodology**

If contiguous cleanable square feet increase or decreases, for more than 90 days, the **contract will be modified** using the table and formula below.

If contiguous cleanable square feet increase or decreases for less than 90 days, **additions/deductions may be made to the monthly payment** in accordance with the table and formula below.

The requirement to modify the contract or adjust the monthly payment is dictated by the table below. If the space change does not exceed the threshold for the corresponding size of the building, no action is required.

Building NCSF	Threshold
Buildings Under 75K	500 NCSF
Buildings between 75K and 150K	1,000 NCSF
Buildings between 150K and 500K	2,500 NCSF
Buildings over 500K	5,000 NCSF

The annual cost per net cleanable square foot will be determined as follows:

1. Current annual contract cost
2. Subtract grounds maintenance annual cost
3. Subtract trash removal annual cost
4. Divide adjusted annual contract cost by the total net cleanable square feet (NCSF), as shown on the building information sheet
5. Multiply the adjusted annual cost per NCSF by the amount of space to be added/deleted to derive the annual reduction amount
6. Divide the annual reduction amount by 12 to derive the monthly reduction amount
7. Divide the monthly reduction amount by the number of working days in the month to derive the daily reduction amount, if needed

The resulting annual, monthly and daily amounts will be used to add/delete cost from the contract accordingly, without the need for negotiation.

Example:

1. Annual cost of contract: \$500,000
2. Annual grounds maintenance cost: \$12,000
3. Annual trash removal cost: \$15,000
4. Adjusted annual cost of contract:
  - a. \$500,000 minus \$12,000 minus \$15,000= \$473,000
5. NCSF as listed on building information sheet: 363,000 NCSF
6. Annual adjusted cost per NCSF:
  - a. \$473,000 divided by 363,000= \$1.30 annually per NCSF
7. NCSF to be deleted: 12,000
  - a.  $12,000 * \$1.30 = \$15,600$  to be deleted per year
  - b.  $\$15,600/12 = \$1,300$  to be deleted per month
8. New contract price on effective date:
  - a. \$500,000 minus \$15,600= \$484,400 annually

b.  $\$484,400/12 = \$40,366.67$  monthly

The Space Change Tool can be found at: <https://insite.gsa.gov/services-and-offices/public-buildings-service/facilities-management/facilities-operations/custodial-operations>

The COR shall notify the Contractor at least 30 days prior to the effective date of the change.

## I. CONTRACT CLAUSES

***[[[NOTE TO SPEC WRITER: TO BE FILLED OUT BY THE REGION]]]***

## J. LIST OF EXHIBITS AND ATTACHMENTS

### Exhibit 1 - O&M Building Information Sheets

The O&M Building Information Sheets are attached as separate documents in the solicitation package.

***[[[Regions will create their own Building Information Sheets. An example is provided on the GSA.gov page]]]]]***

***[[[[https://www.gsa.gov/cdnstatic/Exhibit\\_1\\_Building\\_Information\\_Sheets\\_20181221.pdf](https://www.gsa.gov/cdnstatic/Exhibit_1_Building_Information_Sheets_20181221.pdf) ]]]]***

## Exhibit 2 - Energy and Water Efficiency Monthly Report

**1.0 General:** This energy and water efficiency report template serves as minimum standard, and is to be completed per the requirements of section 5.6, Energy & Water Efficiency, of the O&M services contract. The Contractor shall use this report template and submit completed reports as part of the monthly report to the Facility Manager.

**1.0 General:** This energy and water efficiency report is to be completed per the requirements of section 5.6, Energy & Water Efficiency, of the O&M services contract. The Contractor shall use this report template and submit completed reports as part of the monthly report to the Facility Manager

**2.0 Energy and Water Efficiency Reporting Template.** The Contractor shall use this template to complete the energy and water efficiency report sections for “Contract Information” and “Contractor Reporting Elements.” The GSA Property Manager shall complete the section “GSA Review and Response Elements.”

### Contract Information

Contract Number:

Report Prepared by:

### Building Information

Building Number: (if the building is part of a combined facility use the facility level data)

Building Name:

Building gross square foot:

Energy Technology & Analytic Tools Available at this Building:

Advanced Meters: yes/no

GSA Link: yes/no

Renewable Energy Systems: yes/no (describe)

Most Recent Energy Audit: yes/no (date)

### Annual Performance Target

(To be filled out by in conjunction with the regional energy coordinator and the facility manager at the beginning of the Contractor's performance period and 1 year thereafter until the end of contract)

	Energy	Water
TARGET Annual Usage	XX,XXX BTU/GSF	X.X Gal./GSF
TARGET Annual Usage Variance	+ / - 5% of target BTU/GSF	+ / - 5% of target Gallon/GSF
ACTUAL Annual Usage	XX,XXX BTU/GSF	X.X Gal./GSF
Actual Usage is Within Target Variance (Yes/No)?	Yes / No	Yes / No
ACTUAL Annual Usage, Previous Year	XX,XXX BTU/GSF	X.X Gal./GSF
Actual Usage is <b>Improving</b> Relative to Previous Year (Yes/No)?	Yes / No	Yes / No

If actual energy or water usage is not within target variance, please provide narrative justification:

---

If actual energy or water usage is not improving relative to previous year, please provide justification:

---

## Monthly Utility Bill Reporting

(To be filled out monthly)

Purchased Utility	Recommended Reporting Unit	Current Billing Cycle Ending Month <sup>a</sup>	Actual Usage for		Difference Between This Year & Previous Year	
			Current Billing Cycle	Same Month Previous Year	Actual Units	Percentage Difference
Electricity	kWh					
Electric Demand	Peak kW					
Natural Gas	100 Cubic Feet <sup>b</sup> (Therms)					
Steam	MLB / mmBTU					
Chilled Water	Ton-Hours					
Other Energy <sup>c</sup>						
Total Energy Usage mmBTU <sup>d</sup>						
Domestic Water	Gallons <sup>e</sup>					

- Current cycle ending month refers to the most recent month in which data is available. EUAS and utility invoices are typically not available until 45 days after the month's end. E.g., June data is available around August 15<sup>th</sup>.
- EUAS data is reported in cubic feet. 100 cubic feet = 1 CCF = 1 Therm
- Other energy can refer to biomass or other purchased utilities that should add to show total building energy consumption
- Total mmBTU =  $(3,413 \times \text{kWh} + 1.031 \times 100 \text{ Cubic Feet} + 1,000,000 \times \text{MLB} + 12,000 \times \text{Ton-Hours}) / 1,000,000$
- Water is sometimes billed on quarterly (3 month) intervals. If water is billed quarterly, use the total quarterly value from the most recent quarter available.

Renewable Energy Production  
(If applicable, to be filled out monthly)

(If applicable, to be filled out monthly)

		Energy Output			Difference Between This Year & Previous Year	
System	Recommended Reporting Unit	Current Month	Current Month	Same Month Previous Year	Actual Units	Percentage Difference
otovoltaic	kWh					
Solar Hot Water	mmBTU					
Wind	kWh					
Geothermal	mmBTU					
Other	Other					

Discussion & Analysis

(If applicable, to be filled out monthly)

Are there any significant (>15%) **increases in energy** or water usage?

No:Yes:

---

If yes, what is the cause?

---

Are there any significant **decreases or improvements in energy** or water usage?

No:Yes:

---

If yes, what is the cause? Is it something that can be replicated across additional GSA buildings?

---

Are there any significant changes in **renewable energy** production?

No:Yes:

---

If yes, what is the cause?

---

Please describe any *planned* adjustments to operations or physical changes to the building (by the Contractor, a project, or at the request of tenants) since the last report that may result in improved energy or water efficiency.

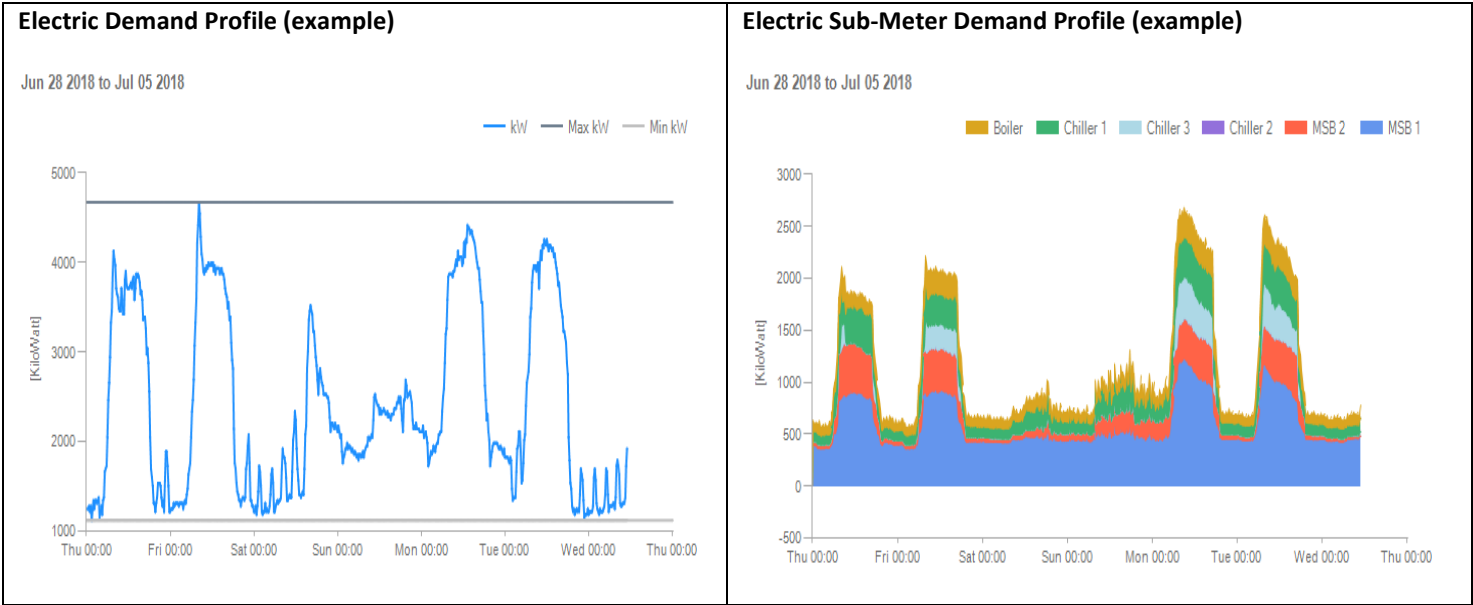
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Please describe any *planned* adjustments to operations or changes made to the building (by the Contractor, a project, or at the request of tenants) since the last report that may result in increased energy or water usage.

Were planned adjustments from the last report implemented?

Advanced Meter Analysis

(To be filled out monthly. If advanced meters are not available for this building, skip to next section.)



<p><b>Steam Demand Profile</b></p>	<p><b>Gas Demand Profile</b></p>
<p><b>Chilled Water Demand Profile</b></p>	<p><b>Domestic Water Demand Profile (example)</b></p>

**System & Efficiency Checks**

(To be filled out monthly)

*Are advanced meters functioning properly (i.e. are any meters not communicating or reporting data or reporting faulty data)?*

Yes
 No

Malfunctioning meters reported to regional  
metering point of contact?

***Is GSA Link functioning and are Sparks being addressed?***

Yes \_\_\_\_\_ No \_\_\_\_\_

Malfunctioning GSA Link reported to regional  
point of contact?

***Are space temperatures set at 72 degrees F. +/- 2 degrees F. for heating mode?***

Yes \_\_\_\_\_ No \_\_\_\_\_

If no, are there plans to adjust temperatures to  
the desired range?

***Are space temperatures set at 75 degrees F. +/- 3 degrees F. for cooling mode?***

Yes \_\_\_\_\_ No \_\_\_\_\_

If no, are there plans to adjust temperatures to  
the desired range?

***Are the night and weekend setback temperatures set to no more than 55° in the winter and no less than 90° in the summer?***

Yes \_\_\_\_\_ No \_\_\_\_\_

If no, are the night/weekend setback temperatures at the level  
that promotes maximum energy savings without disrupting  
comfort?

***Are holiday schedules verified for upcoming holidays?***

Yes \_\_\_\_\_ No \_\_\_\_\_

If no, are there plans to verify or add holiday schedules?

***Is the optimum start/stop sequence programmed into the building automation system?***

Yes \_\_\_\_\_ No \_\_\_\_\_

If no, are there plans to implement  
optimum start/stop?

***AHUs currently allowed to cycle off near the end of the day so building temperatures can "coast"?***

Yes \_\_\_\_\_ No \_\_\_\_\_

Comments \_\_\_\_\_

***Are computer room temperature set points at 78 degrees or higher, and are overtime utilities being collected for this space?***

Yes	No	Comments
<hr/>	<hr/>	<hr/>

***If applicable, have steam traps been inspected internally and, if needed, rebuilt prior to the heating season?***

Yes	No	If no, are there plans to inspect and rebuild steam traps?
<hr/>	<hr/>	<hr/>

***If applicable, have boiler efficiency tests been scheduled and performed in October - November?***

Yes	No	If no, are there plans to schedule tests?
<hr/>	<hr/>	<hr/>

***Have advanced meters and/or leak detection sensors been checked for signs of water leaks?***

Yes	No	Comments
<hr/>	<hr/>	<hr/>

***If applicable, have cooling towers been checked for signs of leaks or excessive drift?***

Yes	No	If no, are there plans to inspect cooling towers?
<hr/>	<hr/>	<hr/>

***Is there a chilled water reset programmed into the chiller controls?***

Yes	No	If chilled water reset schedule is available, but not in use, is there a plan to implement it?
<hr/>	<hr/>	<hr/>

***Is there a hot water reset programmed into the boiler controls?***

Yes	No	If a hot water reset schedule is available, but not in use, is there a plan to implement it?
<hr/>	<hr/>	<hr/>

***Are the AHU schedules correctly programmed into the BAS and for the shortest possible time to maintain temperatures for the spaces served?***

Yes	No	Comments
<hr/>	<hr/>	<hr/>

**GSA Review & Concurrence**

GSA1. GSA Reviewing Official:

GSA2. Date Reviewed:

GSA3. Comments:

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## Exhibit 3 – Construction Services Form

IDIQ		CITY	STATE	COST OF PRICING DATA REFERENCE
TOTAL COST ESTIMATE		BUILDING	PROJECT NO.	
PROJECT NAME:		COMPLETION IN WEEKS		
ESTIMATED COSTS				
A. BASE COST				
1		\$ -		
TOTAL COST A (BASE)			\$ -	
B. ADD COSTS (Populate Totals from Base Form)				
1		\$ -		
2		\$ -		
3		\$ -		
4		\$ -		
5		\$ -		
6		\$ -		
7		\$ -		
8		\$ -		
TOTAL COST B (ADDS)			\$ -	
C. ALTERNATE COSTS (Populate Totals from copies of Option Form)				
1		\$ -		
2		\$ -		
3		\$ -		
4		\$ -		
5		\$ -		
TOTAL COST C (ALTERNATES)			\$ -	
D. OPTION COSTS (Populate Totals from copies of Option Form)				
1		\$ -		
2		\$ -		
3		\$ -		
4		\$ -		
5		\$ -		
6		\$ -		
TOTAL COST D (OPTIONS)			\$ -	
TOTAL COST E (BASE + ADD / ALTERNATE / OPTIONS)			\$ -	
TOTAL COST TO GOVERNMENT			\$ -	
PREPARED BY (Signature and Title)		Date	APPROVED BY (Signature and Title)	Date
GENERAL SERVICES ADMINISTRATION				

IDIQ		CITY	STATE		COST OF PRICING DATA REFERENCE
TOTAL COST BASE ESTIMATE		BUILDING	PROJECT NO.		
PROJECT NAME:		COMPLETION IN WEEKS			
ESTIMATED COSTS					
A. DIVISIONAL COSTS					
DIVISION NUMBER	DIVISION TITLES	Included	AMOUNTS \$	TOTALS	
Facility Construction Subgroup				\$ -	
2	Existing Conditions		\$ -		
3	Concrete (footings-foundations)		\$ -		
4	Masonry (concrete-block)		\$ -		
5	Metals (beams)		\$ -		
6	Woods Plastics Composites(framing)		\$ -		
7	Thermal and Moisture Protection		\$ -		
8	Openings (doorways)		\$ -		
9	Finishes		\$ -		
10	Specialties		\$ -		
11	Equipment		\$ -		
12	Furnishings		\$ -		
13	Special Construction		\$ -		
14	Conveying Equipment		\$ -		
15	reserved for future		\$ -		
16	reserved for future		\$ -		
17	reserved for future		\$ -		
18	reserved for future		\$ -		
Facility Services Subgroup				\$ -	
19	reserved for future		\$ -		
20	reserved for future		\$ -		
21	Fire Suppression		\$ -		
22	Plumbing		\$ -		
23	Heating Ventilation Air Conditioning		\$ -		
24	reserved for future		\$ -		
25	Integrated Automation		\$ -		
26	Electrical		\$ -		
27	Communications		\$ -		
28	Electronic Safety and Security		\$ -		
29	reserved for future		\$ -		
Site and Infrastructure Subgroup				\$ -	
30	reserved for future		\$ -		
31	Earthwork		\$ -		
32	Exterior Improvements		\$ -		
DIVISIONS 2-32 SUBTOTAL				\$ -	
General Requirements Subgroup				\$ -	
(general requirements priced as percentage of divisions 2-32)		Percent	Div 2-32 subtotal		
1	General Requirements	0.00%	\$ -		
TOTAL COSTS A				\$ -	
B. NON DIVISIONAL DIRECT COSTS (list)					

DO NOT list Divisional costs, or include lump-sum subcontractor costs that belong in Divisional costs. All Division costs (regardless of whether the work is performed by the prime contractor or by a subcontractor) shall be broken out by Division in Section A. This section is reserved for specialty costs or fees, not fitting into any specific Division.				AMOUNTS		
1				\$ -		
2				\$ -		
3				\$ -		
4				\$ -		
<b>TOTAL COSTS B</b>				<b>\$ -</b>		
<b>C. MANAGEMENT COSTS</b>						
DO NOT LIST ANY RATES IN THIS SECTION OTHER THAN Project Manager or Superintendent.		Rate	Hours	AMOUNTS		
1	Project Manager	\$ -	0.00	\$ -		
2	Superintendent	\$ -	0.00	\$ -		
<b>TOTAL COSTS C</b>				<b>\$ -</b>		
<b>TOTAL BASE BID (A-B-C)</b>				<b>\$ -</b>		
<b>D. OVERHEAD AND PROFIT</b>						
TITLES		SubTotal	Percent	AMOUNTS		
1	Overhead Percentage (added to base bid)	\$ -	0.00%	\$ -		
2	Profit Percentage (added to base with overhead)	\$ -	0.00%	\$ -		
<b>Total Cost D</b>				<b>\$ -</b>		
<b>TOTAL COST A-B-C-D</b>				<b>\$ -</b>		
<b>IDIQ CONTRACTOR FIRM NAME- ADDRESS</b>		<b>E</b>	<b>Bond</b>	0.00%	\$ -	\$ -
		<b>F</b>	<b>Insurance</b>	0.00%	\$ -	\$ -
<b>TOTAL COST TO GOVERNMENT (BASE)</b>				<b>\$ -</b>		
PREPARED BY (Signature and Title)		Date	APPROVED BY (Signature and Title)			Date
<b>GENERAL SERVICES ADMINISTRATION</b>						

IDIQ	CITY		STATE		COST OF PRICING DATA REFERENCE
ALTERNATE/OPTION COST ESTIMATE	BUILDING		PROJECT NO.		
PROJECT NAME:			COMPLETION IN WEEKS		
ALTERNATE/OPTION TITLE:					
(ADD / ALTERNATE / OPTION) ESTIMATED COSTS					
A. DIVISIONAL COSTS					
DIVISION NUMBER	DIVISION TITLES	Included	AMOUNTS \$	TOTALS	
Facility Construction Subgroup				\$ -	
2	Existing Conditions		\$ -		
3	Concrete (footings-foundations)		\$ -		
4	Masonry (concrete-block)		\$ -		
5	Metals (beams)		\$ -		
6	Woods Plastics Composites(framing)		\$ -		
7	Thermal and Moisture Protection		\$ -		
8	Openings (doorways)		\$ -		
9	Finishes		\$ -		
10	Specialties		\$ -		
11	Equipment		\$ -		
12	Furnishings		\$ -		
13	Special Construction		\$ -		
14	Conveying Equipment		\$ -		
15	reserved for future		\$ -		
16	reserved for future		\$ -		
17	reserved for future		\$ -		
18	reserved for future		\$ -		
Facility Services Subgroup				\$ -	
19	reserved for future		\$ -		
20	reserved for future		\$ -		
21	Fire Suppression		\$ -		
22	Plumbing		\$ -		
23	Heating Ventilation Air Conditioning		\$ -		
24	reserved for future		\$ -		
25	Integrated Automation		\$ -		
26	Electrical		\$ -		
27	Communications		\$ -		
28	Electronic Safety and Security		\$ -		
29	reserved for future		\$ -		
Site and Infrastructure Subgroup				\$ -	
30	reserved for future		\$ -		

31	Earthwork		\$ -		
32	Exterior Improvements		\$ -		
DIVISIONS 2-32 SUBTOTAL				\$ -	
General Requirements Subgroup				\$ -	
(General requirements priced as percentage of divisions 2-32)		Percent	Div 2-32 subtotal		
1	General Requirements	0.00%	\$ -		
TOTAL COSTS A				\$ -	
B. NON-DIVISIONAL DIRECT COSTS (list)					
DO NOT list Divisional costs or include lump-sum subcontractor costs that belong in Divisional costs. All Division costs (regardless of whether the work is performed by the prime contractor or by a subcontractor) shall be broken out by Division in Section A. This section is reserved for specialty costs or fees, not fitting into any specific Division.			AMOUNTS		
1			\$ -		
2			\$ -		
3			\$ -		
4			\$ -		
TOTAL COSTS B				\$ -	
C. MANAGEMENT COSTS					
DO NOT enter any (+ or -) management hours UNLESS project performance time will change.		Rate	Hours	AMOUNTS	
1	Project Manager	\$ -	0.00	\$ -	
2	Superintendent	\$ -	0.00	\$ -	
TOTAL COSTS C				\$ -	
TOTAL BASE BID (A-B-C)				\$ -	
D. OVERHEAD AND PROFIT					
TITLES		Subtotal	Percent	AMOUNTS	
1	Overhead Percentage (added to base bid)	\$ -	0.00%	\$ -	
2	Profit Percentage (added to base with overhead)	\$ -	0.00%	\$ -	
Total Cost D				\$ -	
TOTAL COST A-B-C-D				\$ -	

<b>IDIQ CONTRACTOR FIRM</b>				E	Bond	0.00%	\$ -	\$ -	
<b>NAME- ADDRESS</b>				F	Insurance	0.00%	\$ -	\$ -	
		<b>TOTAL COST TO GOVERNMENT (OPTION)</b>						<b>\$ -</b>	
PREPARED BY (Signature and Title)				Date	APPROVED BY (Signature and Title)				Date
GENERAL SERVICES ADMINISTRATION									

## Exhibit 4 - Contractor Chart of Deliverables for COR

The list below may not include all the deliverables stipulated in the performance work statement. Where a deliverable is not included below, the Contractor is still responsible for providing all deliverables stipulated in the performance work statement.

Deliverable	Reference	Due	Standard
List of Key Personnel and Contacts	C.1.2	Within 15 days prior contract services start date	
Project Manager, O&M and Custodial Onsite Supervisors resumes	C.1.2.1	Transition Phase	
Communication Equipment	C.1.2.3	Transition Phase	
Administrative Station	C.1.2.3	Transition Phase	
Employee Security Clearance	C.1.2.5. e	Transition Phase	
Certifications	C.1.2.7	Within 7 business days after contract services start date and seven days prior to a new hired employee starting work	
Employee Training Program	C.1.2.8	Within 90 days after contract services start date	
Asbestos Awareness Training	C.1.2.8.1	Within 60 days after contract services start date	
Re-Tuning Training	C.1.2.8.2	Within 60 days after contract services start date and every 2 years thereafter.	
Education Requirements	C.1.2.8.3	16 hours of continuing education due annually. Progress to complete HVAC certification must be in the monthly progress report. Develop a training plan for each employee and submit to COR within 30 calendar days of contract services start date.	
NCMMS Training	C.1.2.8.4	During the inbound transition phase	
Lead Awareness Training	C. 1.2.8.5	Within 60 days after contract services start date	
Custodial Training Custodial Employee and Supervisor	C.1.8.6	Within 90 calendar days of Contract services start date or new employee onboarding	
Recording Presence	C.1.2.11	Weekly	
Quality Control Plan	C.1.3	Initial as part of the bid package. Facility specific, within 45 calendar days after contract services start date.	
Procedures for Key Control	C.1.5.1	Part of Quality Control Plan	
Ordinances, Taxes, Permits, and Licenses	C.1.11	As required	
Strike Contingency Plan	C.5.0	Transition Phase and updated annually thereafter.	
Tenant Environment	C.5.1	As required	ASHRAE Standard 55-2004, ASHRAE 62.1-2016

Update Existing Building Operation Plan	C.5.2	Transition Phase	
Updated Equipment Inventory	C.5.3.1	Annual and any additions and deletions in the monthly progress report.	
Safety and Health Program	C.5.4.2.1	Transition Phase	
Workplace Safety Health Program	C.5.4.3.1	Within 45 days after contract services start date and annually thereafter. Newly hired employees will receive training prior to starting work.	
Lock Out/Tag Out Procedure	C.5.4.6	Within 30 calendar days after contract services start date	
Confined Space Entry Permit System	C.5.4.7	Within 60 days after contract services start date	
Hazard Communication Plan	C.5.4.11.2	Submitted annually each year by 30 September and at the end of contract	
Labeling and signage	C.5.4.12	As required	
Electrical Safety	C.5.4.14	As required	
Labeling Electrical Circuits and Panels	C.5.4.15	As required	
Refrigerants	C.5.5.2.1	As required	40 CFR Part 82 under Section 608 of the Clean Air Act
Stationary Engines	C.5.5.4	As required	
Asbestos Management	C.5.5.8	As required	29 CFR 1926.1101
Disposition of Hazardous Waste	C.5.5.10	As required	40 CFR Part 273
Backflow Prevention Devices	C.5.5.11	Annually	NFPA 25
Water Safety Plan	C.5.5.12	Within Transition Phase	The Safe Drinking Water Act, PL 99-339 and 40 CFR 141.43, Sections A and D
Waste Reports	C.5.5.12 (a)	Monthly	
Environmental Compliance	C.5.5.12 (b)	As required	
Sustainable Purchasing Practices	C.5.5.12 (c)	Monthly	Resource Conservation and Recovery Act (RCRA), USDA, and EO 13834
Energy and Water Efficiency Reporting	C.5.6.3	Monthly	Energy and Water Efficiency Monthly Report format (See Exhibit 2)
Advanced Metering Program Operations	C.5.7.2	Daily	
Advanced Metering Program Reporting	C.5.7.4	As required	
Building Automated Systems and IT Controls Operations	C.5.8.2	As required	
BAS Alarms	C.5.8.3.2	As required	
BAS Reporting	C.5.8.5	As required	

Fire Protection and Life Safety Equipment and Systems	C.5.9.1. e	Within 24 hours of incident	
Repairs Made to Fire Alarm System	C.5.9.1. f	Monthly	
Fire Alarm System Services	C.5.9.2	As required	NFPA 72 National Fire Alarm and Signaling Code
Water-Based Fire Protection Systems	C.5.9.3	As required	NFPA 25
Five Year Obstruction Test	C.5.9.3.1	base year and option year five of the contract	
Fire-rated Door Assemblies	C.5.9.4	As required	NFPA 80, Standard for Fire Doors and Other Opening Protectives and NFPA 101, Life Safety Code
Fire Damper and Combination Fire/Smoke Dampers	C.5.9.5	As required	NFPA 80, Standard for Fire Doors and Other Opening Protectives and NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives.
Smoke Doors Assemblies	C.5.9.6	As required	NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives
Smoke Dampers	C.5.9.7	As required	the NFPA 105, Standard for the Installation of Smoke Door Assemblies and Other Opening Protectives
Portable Fire Extinguishers	C.5.9.8	As required	NFPA 10
Smoke Control Systems	C.5.9.10	As required	NFPA 92
Emergency and Standby Power Systems	C.5.9.11	As required	NFPA 110, Standard for Emergency and Standby Power Systems; NFPA 111, Standard on Stored Electrical Energy Emergency

			and Standby Power Systems
Emergency Lighting Systems and Exit Signage	C.5.9.12	As required	NFPA 101, Life Safety Code
Lightning Protection Systems	C.5.9.14	As required	NFPA 780, Standard for the Installation of Lightning Protection Systems.
Chemical sensors	C.5.9.15	As required	
Proactive Facility Tours	C.5.10.2	As required	
Minimum Tour Frequencies	C.5.10.3	As required	
Monitoring of Central Plant Equipment	C.5.10.4	Twice daily.	
Cost Documentation	C.5.13.7	Invoice within 30 business days after completion of an ASWR	
Miscellaneous Utility Hours Used	C.5.14.2	Monthly	
Flag Procedures	C.5.14.5	As required	
Monthly Progress Reports	C.5.15	1st working day of each month	
Reference Library	C.5.16.	As required	
Boiler Systems	C.6.2.4	Annually	
Air Distribution Equipment: Air Handling Units (AHU), Exhaust Fans (EF), Ductwork, Variable Air Volume (VAV), Actuators, Intakes	C.6.3	As required	
Chiller Systems	C.6.4	As required	
Chiller Testing and Inspection	C.6.4.4	Notify the government 2 business days prior to removal of chiller end plates	
Daily Chillers Log	C.6.4.5	Include in monthly report	
Cooling Towers	C.6.5	As required	
HVAC Water Management	C.6.6	As required	
HVAC Water Management Plan	C.6.6.2	Within 30 days after contract services start date	
Comprehensive initial water treatment analysis	C.6.6.5	Transition Phase	
HVAC Water Management Reporting	C.6.6.6	Monthly	
Plumbing and Restrooms	C.6.7	As required	
Recycling program for fluorescent lamps and other light bulbs	C.6.8.3	Monthly	
Electrical Switchgear and Switchboards	C.6.9	As required	

Emergency Power Equipment - Maintenance	C.6.10.3	As required	
Emergency Generator and Transfer Switch	C.6.10.4	Monthly	NFPA 110, Standard for Emergency and Standby Power Systems and NFPA 111, Standard on Stored Electrical Energy Emergency and Standby Power Systems
Emergency Power Equipment – Testing Generator Oil	C.6.10.4.a	As required (minimally once per year)	American Society for Testing and Materials (ASTM) D6595 (Wear Metals in Used Oils) and ASTM D445 or ASTM D72799
Emergency Power Equipment - Reporting	C.6.10.5	Monthly	
Oil Analysis and Oil Changes	C.6.11	As required	American Society for Testing and Materials (ASTM) D6595 (Wear Metals in Used Oils) and ASTM D445 or ASTM D72799 (Viscosity).
VTs Equipment Conditions Assessment and Incident Reporting	C.6.12.2	Monthly	
VTs Service Work Order and Progress Reporting	C.6.12.2	Monthly	
VTs Testing and Inspection Reports	C.6.12.4.1	Within 30 days of performance	
Elevator Phone and Alarm Bell Testing	C.6.12.4.6	Monthly	
Replacement Items and Painting	C.6.13.2	As required	
Directories.	C.6.13.6	As required	
Roof Anchorage	C.6.13.8	10-year weight test in contract base year. visual inspections annually thereafter	
Initial Inspection	C.7.0	Within Transition Phase	
Existing Deficiency Inspection/Initial Deficiency Report	C.7.1	Minimum fifteen (15) calendar days prior to end of Transition Phase	
Work accomplished during Transition Phase	C.7.2	Start from award date to contract services start date. Contractor must submit a	

		letter report to the CO at the end of each week during the Transition Phase describing work accomplished during Transition Phase	
Phase-out Transition Period	C.7.3	Contract expires or is otherwise terminated; the Contractor must cooperate with the incoming contractor during a Phase-out period. Contractor must assume a phase-out period of 60 days prior to end of contract/services.	
Contract Closeout Examination and Withholding of Final Payment	C.7.4	Starts no less than 120 business days from the end of the contract. Contractor has 30 days upon receipt of the deficiency list to correct.	
Sustainable Cleaning Plan	C.9.3	Within Transition Phase	
Exposure Control Plan	C.9.4	Within Transition Phase	
Pandemic Plan	C.9.5	Within Transition Phase and updated annually thereafter	
Cleaning Schedule (includes floor maintenance schedule C.10.1.1 Floor Care)	C.9.6	Initial proposal package Finalized - within Transition Phase	
Exterior Window Washing Safety Plan	C.10.2.2	10 calendar days prior to performing these services	
Snow Removal Plan	C.10.3	Initial - Initial proposal package Finalized - within Transition Phase Annual updates - NLT October 1 of each year	
Tree Survey	C.11.4	Initial - Within Transition Phase Annually - During 1st month of each Option	
Mulching Material	C.11.5	Prior to use	
Solid Waste Audit	C.12.1.2	At the beginning of the Base year	
Solid Waste Report	C.12.1.2	Within 60 calendar days of completion of the audit	
Monthly Recycling Report	C.12.1.14	Included in Monthly Progress Report	
Monthly Solid Waste Report	C.12.1.14	Included in Monthly Progress Report	
Integrated Pest Management Report	C.13.2	Within Transition Phase	
Integrated Pest Management Plan (IPM)	C.13.6	Within 30 calendar days following the submission of the Integrated Pest Management report	
Pesticide Control Plan	C.13.9	Within 30 calendar days following the submission of the Integrated Pest Management report	

## **Exhibit 5 – GSA Smart and Sustainable Buildings**

### **1.0 Smart Technologies - Background and Purpose**

Because of current Government energy reduction executive orders and regulatory mandates, GSA Public Buildings Service has several programs in development and at various stages of implementation that O&M Contractors should be aware of. One of these programs includes Smart Building technologies. Currently, approximately 250 buildings in the GSA portfolio are undergoing Smart Technologies design and implementation enhancements. Some facility projects involve complete detailed design-built from the infrastructure to completed project designs. Others involve modest retrofits to update key building controls systems. A key objective of implementing Smart Technologies in GSA buildings is to capture and make available more real-time performance data about the individual building systems (HVAC/BAS, Lighting, and Advanced Meters). This data will be made available to O&M Contractors and building support personnel and will increase in significance over time as more details are learned as GSA analyzes this new trend of monitoring building performance at a detailed level. O&M Contractors should be aware that if they are involved in operational support of one of GSA's newer Smart Buildings, that tools, processes, data, and some procedures may need to be modified to meet GSA requirements for long-term improved operational efficiencies as a result of the investment the Government is making in these new technologies. O&M Contractors should continue to monitor developments in this area as more buildings in the GSA portfolio deploy Smart Technologies.

### **2.0 Trend Toward Integrated Building System Technologies**

New building technologies, and their convergence with traditional information technology, have altered the way in which facilities can be monitored, maintained, and operated. Trends in building systems technology have provided opportunities in the marketplace to alter the way facilities managers use real time data to operate their facilities more efficiently. Building Systems are getting increasingly more dependent on software, IT networks (physical and wireless), servers, internet access, and cloud-based/hosted solutions. This shift in domain expertise has outpaced traditional design and construction practices. As a result, building operations and maintenance staff need to adapt, be more proactive, and leverage the availability of real-time data to help them perform building systems support more effectively. This may involve more thorough planning and redefining some processes, procedures, and job roles in order to better operate the facilities that have these newer technology-based systems.

### **3.0 Control Systems**

The Contractor shall maintain control systems and sequences as documented in facility operations plan. The Contractor will document all Integrated Building Systems set-points, schedules and alarms and present them to the Government for initial review and backup and annually thereafter. On an as-needed basis, submit a request to owner for additional recommended trending, monitoring, graphics, or control points with intent to improve building operations, energy efficiencies, and performance of O&M duties. Consider 80/20 rule focusing recommendations on 20% of building equipment that impact 80% of

operating efficiency and costs. The Contractor shall be responsible for making set point adjustments as necessary and appropriate to meet GSA objectives in facility operations plan. This action requires approval by CO or designee. The Contractor shall be responsible for keeping building system software functioning and for upgrading/re-installing software on computers or building system controllers as necessary to keep current with manufacturer release levels and GSA IT support policies and procedures.

#### **4.0 Smart Buildings**

The Government is taking proactive steps to converge a building's monitoring and control systems on common GSA-supported network infrastructure to enable access to real-time controls systems performance data (i.e., data points). If the facilities' building systems network was installed and maintained by GSA CIO, then this building has Government-furnished (GFE) network equipment and Smart Technologies deployed. This also means that the Contractor will potentially need to coordinate troubleshooting and support with building system Contractors (HVAC, Lighting, etc.) and GSA CIO to help identify and resolve issues.

#### **5.0 Integrated Building Systems (IBS)**

IBS assists the Government by ensuring that all relevant equipment vendors, with equipment installed in facility, maintain their respective systems (i.e., HVAC, BAS, Lighting, Advanced Metering, etc.) in accordance with GSA Smart and Sustainable Buildings intended objectives (i.e., open systems running on a single GSA Building Systems data network). The Contractor shall act as a liaison and facilitate efforts between their respective building-specific monitoring and control system subcontractors and work through the CO or their designee GSA with the Information Technology Office (PBS CIO) on issues related to O&M operations.

The Contractor shall make recommendations to the government (as applicable), on improvements to sequences of operations. Communications for alarms set up for remote notification shall be tested on a recurring basis.

The contractor shall be responsible for keeping manufacturer and/or O&M building system software (BAS, BMS software) functioning. This includes, but is not limited to, upgrading and/or re-installing manufacturer's building system software on GFE computers and manufacturer's building system controllers as necessary to keep current with manufacturer recommended release levels and to keep in compliance with all applicable GSA IT support policies and procedures

#### **6.0 Qualifications of BAS Technicians**

The Contractor shall be proficient in applicable controls systems (e.g., JCI, Honeywell, Siemens, Delta, Automated Logic, Alerton, and Tridium). All BAS Technicians shall be certified in the building-specific integrated system controls certification (i.e., Tridium Niagara, JCI/Metasys, Siemens Apogee, etc.). The Contractor shall be aware of building systems running on GSA IP Enterprise Network and capable of initiating troubleshooting if network communications is suspect. This means being familiar with the procedure for logging GSA IT Help Desk tickets and following up to ensure the tickets are being worked by the assigned party. Some familiarization with the use of Integrated Control systems, GSA IP Addresses,

function of network routers, function of network switches, networks communications, and BAS software will be necessary.

All BAS Technicians shall be certified in the building-specific integrated system controls certification (i.e. Tridium Niagara, JCI/Metasys, Siemens Apogee, etc.). GSA's intent is to align the correct BAS technician certification for the BAS installed in the building.

## **7.0 Smart and Sustainable Buildings (SSB) Training**

Mandatory Training (at least one staff member):

- One-hour "GSA Smart and Sustainable Buildings (SSB) Overview"
  - Module 1 - Includes GSA FMSP Smart and Sustainable Buildings Overview
  - Module 2 - Includes PBS CIO Support Procedures

Optional Training (Recommended for more in-depth proficiency):

- Penn State GSA Smart Buildings Course (<https://sites.google.com/a/gsa.gov/facility-operations-technologies-training-courses/home/training-calendar>)

## **8.0 Applicable References**

Technology Policy for PBS-Owned Building Monitoring and Control Systems  
<https://insite.gsa.gov/portal/content/651562>

Building Technologies Technical Reference Guide  
<https://insite.gsa.gov/portal/content/651562>

## **9.0 GSAlink Program**

The contractor shall be responsible for utilizing GSAlink (where provided by the GSA). In a federally owned building with GSAlink, the Contractor shall be responsible for accessing and reviewing identified faults in GSAlink on a weekly basis and attend meetings with the Sustainability Support Center (SSC) quarterly and communicating all open issues with the property management.

The contractor shall provide printed GSAlink Reports "GSAlink Closed Spark Report" and "G-Link Work Order Report" to the CO or their designee monthly as part of the monthly pay submittal package.

### Exhibit 6 - Occupant Agency Program Asset List

[illegible]

## Exhibit 7 – Elevator Communication and Test Form

ELEVATOR COMMUNICATION AND ALARM TEST DOCUMENTATION				
The elevator emergency phone and alarm tests shall be performed once a month on every elevator in the facility.				
DATE:		MONITORING SVC PROVIDER		
BUILDING NAME:				
BUILDING ADDRESS:				
BUILDING NUMBER:				
TECHNICIAN:		SIGNATURE:		
<u>ELEVATOR NUMBER</u>	<u>ELEVATOR TYPE</u>  P=PASSENGER S=SERVICE F=FREIGHT	<u>COMMUNICATION SYSTEM</u>  CAN DISPATCHER IDENTIFY YOUR LOCATION? (Bldg Address & Elevator#)		<u>ALARM BUTTON</u>  (DID IT RING?)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
NOTES / COMMENTS / OTHER OBSERVATIONS				
(Unable to hear dispatcher, feedback in phone line, dispatcher can't hear you, etc.)				

## Exhibit 8 – Elevator Inspection Forms & Certificate

Page 1 of 2

General Services Administration Southeast Sunbelt Region - 4 rev. 03/10/2020			
Traction Elevator Safety Test			
Upon completion, email excel document to GSA Elevator Specialist and leave a draft copy with Bldg. Mgmt. Contact Calvin Joseph 404-242-8616 (c) or Donnel McDuffie 404-242-5211 (c) if you have questions.			
ANSI, ASME A17.2.1 Safety & Inspection Code for Elevators & Escalators is used as standard for the testing of elevator systems.			
Bldg Number:	ex. AB00002Z	Review Date:	9/30/2010 Modernized? (Y/N): YES
Bldg Name:	ex. Jane Doe Federal Bldg / Courthouse	Install Date:	5/1/1990 Modernized Date: 10/15/2000
Address:	1234 Main Street	Last 5yr Test:	3/5/2013 Control Technology Type:
City:	AnyTown USA	State:	AB Zip: 12345 MICROPROCESSOR
Manufacturer:	ABC Elevator Company	New Controller Manufacturer : XYZ Controllers Inc	
Inspection Firm:	BBB Inspectors Inc.	Maintenance Contractor:	AAA Maintenance Co.
Inspector Name:	Johnny Doe	GSA Local Contact Person:	Mike Sample - GSA
Inspection/ Test Type: ACCEPTANCE (Checked per ASME A17.2.1- Safety & Inspection Code for Elevators & Escalators)			
Traction Test Information - Complete one form per unit.			
Elevator Number:	1	Asset #:	
Elevator Type:		Rated Capacity: Rated Speed:	
Empty Car Recorded Speed:		Elevator Usage:	
GOVERNOR	Up direction:	Down direction:	Full Load Up: Full Load Down:
SAFETIES	Manufacturer:	Governor Type:	
	Governor Jaw Condition - CAR:	Counterweight (CWT):	
	Manufacturer:	Safety Condition, CAR: CWT:	
	Safety Type, CAR:	Safety Type, CWT:	
BUFFERS	Car stops level? (Y/N)	Record safeties rope pull-out: ( ) inches	
	If not, record distance out of level: ( ) inches	No. of turns on drum:	
	Car Buffer Type: OIL	Condition after test:	Stroke Measurement:
	Oil Level OK? :	Plunger return time:	Tag installed?
SAFETY SWITCHES	CWT Buffer Type:	Condition after test:	Stroke Measurement:
	Oil Level OK? :	Plunger return time:	Tag installed?
	Bottom Runby: ( ) inches	Top Runby: ( ) inches	
	In Car Stop sw:	Pit switch:	Final Limit- Top: Bottom:
FIRE FIGHTERS' EMERGENCY OPERATION	Top-of Car:	Overhead switch:	Normal limit Top: Bottom:
	SOS switch:	Compensation sw:	Buffer switch:
	Phase I recall is operating properly? (Y/N): (List remarks on Page 2 )		
	Phase II recall is operating properly? (Y/N): (List remarks on Page 2 )		
EMERGENCY / STANDBY POWER	Phase I instructions Posted at main floor? (Y/N):		
	Phase II instructions Posted inside car? (Y/N):		
	Is emergency power provided? (Y/N) Emergency Power Source:		
DOORS	(Test with no load in car)	Manual selection switch panel operational? (Y/N):	
	Door closing force: ( ) lbs.	No. of units operating on standby power simultaneously? :	
	Door protection type: Safety Edge & Light Ray ( ) Infrared light curtain ( )	Is door protection operating properly? (Y/N)	
MISC DEVICE CHECK	Alarm:	Door Open button:	Em. Phone:
	Em. Lighting:	Door Close button:	Door Restrictor:

Elevator Number: <b>1</b>		<b>Traction Elevator Safety Test Form Cont.</b>		
<b>INCLUDE SECTION BELOW DURING FIVE-YEAR TEST</b>				
GOVERNOR	Tripping Speed: data tag: ( ) fpm actual: ( ) fpm		Calibration needed? (Y/N):	
	Electrical overspeed tripping speed: actual ( ) fpm		Governor tripped w/ full load? ( )	
	Pull through set at: ( ) lbs		Governor is sealed? (Y/N): Tags are installed? (Y/N):	
COUNTERWEIGHT GOVERNOR	Tripping Speed: data tag: ( ) fpm actual: ( ) fpm		Calibration needed? (Y/N):	
	Electrical overspeed tripping speed: actual ( ) fpm		Governor tripped w/ full load? ( )	
	Pull through set at: ( ) lbs		Governor is sealed? (Y/N): Tags are installed? (Y/N):	
SAFETIES	<i>Test weight added to cab must equal rated capacity.</i>	Slide distance. Actual: ( ) inches Allowance: ( ) inches		
		Governor rope releasing carrier pull-through setting: ( ) lbs.		
		Safety test tags installed? (Y/N) :		
COUNTERWEIGHT SAFETIES	<i>Remove test weight from cab before testing counterweight safeties</i>	Slide distance. Actual: ( ) inches Allowance: ( ) inches		
		Safety test tags installed? (Y/N) :		
OIL BUFFERS	CAR	<i>Test weight added to cab must equal rated capacity.</i>	Stroke: ( ) inches	Tags installed? (Y/N):
			Oil level:	Plunger return time:
			Buffer Condition after test:	
	CWT	<i>Test with no weight in cab.</i>	Stroke: ( ) inches	Tags installed? (Y/N):
			Oil level:	Plunger return time:
			Buffer Condition after test:	
BRAKE	Driving machine safely lowered, stopped and held the car at the lowest landing with 125% of rated capacity loaded on car?			
EMERGENCY ITEMS	Test emergency terminal speed limiting devices:		<b>Static control elevators with speeds over 500 fpm.</b>	
	Result:		Test emergency terminal speed limiting devices: Result:	
UNITENDED MOVEMENT	Verify unintended movement is arrested in the up and down direction. Operating properly?			
EMERGENCY / STANDBY POWER OPERATION	<i>Test with 125% cfrated capacity in car. (acceptance tests only)</i>	Inspected? (Y/N):		
		Passed? (Y/N):		
ROPE GRIPPER	Groove Depth is:		Hydraulic Fluid Level:	
	Break Lining Thickness:		General Lubrication:	
	Rope Pass-thru Clearance:		Data Tag Attached (Y/N):	
<b>COMMENTS/ RECOMMENDATIONS</b>				

Elevator Mechanic: \_\_\_\_\_

Inspector: \_\_\_\_\_

Elevator Company: \_\_\_\_\_

Inspection Firm: \_\_\_\_\_

General Services Administration			
Southeast Sunbelt Region - 4 rev. 03/10/2020			
Hydraulic Elevator Relief Valve Test			
Upon completion, email excel document to GSA Elevator Specialist and leave a draft copy with Bldg. Mgmt.			
Contact Calvin Joseph 404-242-8616 (c) or Donnel McDuffie 404-242-5211 (c) if you have questions.			
ANSI, ASME A17.2.1 Safety & Inspection Code for Elevators & Escalators is used as standard for the testing of elevator systems.			
Bldg Number:		Review Date:	Modernized? (Y/N):
Bldg Name:		Install Date:	Modernized Date:
Address:		Control Technology Type:	
City:	State:	Zip:	
Manufacturer:		New Controller Manufacturer:	
Inspection Firm:		Maintenance Contractor:	
Inspector Name:		Local Contact Person:	
Inspection/ Test Type:		(Checked per ASME A17.2.1 - Safety & Inspection Code for Elevators & Escalators)	
Hydraulic Test Information - Complete one form per unit.			
Elevator Number:	Asset #:	Rated Capacity:	Rated Speed:
Elevator Type:		Elevator Usage:	
Empty Car Recorded Speed:	Up direction:	Down direction:	Full Load Up: Full Load Down:
RELIEF VALVE	Working Pressure:		Release Pressure:
	Is the Pressure Relief Setting Sealed? (Y/N):		
MANUAL LOWER/ANTI CREEP	Open manual lowering valve and ensure car relevels when or before car exceeds 1 in. Close valve and ensure car relevels before motor shuts off. Results?:		
CYLINDER LEAKAGE <small>No Load Test</small>	Initial Location of Car in relation to floor level:		
	Location After 15 Minutes (disconnect open):		
	Measure/Mark Oil Level in the Tank Prior to Test:		
	Is there a leak at the cylinder head or other visible leakage? (Y/N):		
General Condition of the Cylinder Head:			
General Condition of the Jack:			
SAFETY SWITCHES	In Car Stop sw:		Pit Switch:
	Top-of Car:		Overhead switch:
	Directional Limit Up:	Down:	Other:
	Final Limit- Up:	Down:	
FIRE FIGHTERS' EMERGENCY OPERATION	Phase I recall is operating properly? (Y/N):		(List remarks on Page 2 )
	Phase II recall is operating properly? (Y/N):		(List remarks on Page 2 )
	Phase I instructions Posted at main floor? (Y/N):		
	Phase II instructions Posted inside car? (Y/N):		
EMERGENCY / STANDBY POWER	Is emergency power provided? (Y/N) Emergency Power Source:		
	(Test with 100% of rated load in car)	Inspected? (Y/N):	
		Test Passed? (Y/N):	
DOORS	Opening of doors only occurs in landing zone? (Y/N):		
	Door closing force: ( ) lbs.	Is door protection operating properly? (Y/N):	
	Door protection type: Safety Edge & Light Ray ( ) Infrared Light Curtain ( )		
MISC DEVICE CHECK	Alarm:	Door Open button:	Em. Phone:
	Em. Lighting:	Door Close button:	Door Restrictor:

Elevator Number: 0	<b>Hydraulic Elevator Safety Test Form Cont.</b>
<b>COMMENTS/RECOMMENDATIONS</b>	

Elevator Mechanic: \_\_\_\_\_ Inspector: \_\_\_\_\_

Elevator Company: \_\_\_\_\_ Inspection Firm: \_\_\_\_\_

General Services Administration						
Southeast Sunbelt Region - 4    rev. 03/10/2020						
ELEVATOR DEFICIENCY LIST (Elevator Equipment Only)						
<b>Upon completion, email excel document to GSA Elevator Specialist and leave a draft copy with Bldg. Mgmt.</b> <b>Contact Calvin Joseph 404-242-8616 (c) or Donnel McDuffie 404-242-5211 (c) if you have questions.</b>						
ANSI/ASME A17.2.1 Safety & Inspection Code for Elevators & Escalators is used as standard for the testing of elevator systems.						
Bldg Number: <b>ex. AB000022</b>		Review Date: <b>9/30/2010</b>		Modernized? (Y/N): <b>YES</b>		
Bldg Name: <b>ex. Jane Doe Federal Bldg / Courthouse</b>		Install Date: <b>5/1/1990</b>		Modernized Date: <b>10/15/2000</b>		
Address: <b>1234 Main Street</b>				Control Technology Type:		
City: <b>AnyTown USA</b>	State: <b>AB</b>	Zip: <b>12345</b>	<b>MICROPROCESSOR</b>			
Manufacturer: <b>ABC Elevator Company</b>		New Controller Manufacturer: <b>XYZ Controllers Inc</b>				
Inspection Firm: <b>BBB Inspectors Inc.</b>		Maintenance Contractor: <b>AAA Maintenance Co.</b>				
Inspector Name: <b>Johnny Doe</b>		GSA Local Contact Person: <b>Mike Sample - GSA</b>				
<b>Include all housekeeping, lubrication, adjustment, repair/replacement deficiency items which are the responsibility of the Elevator maintenance provider below. Review machine room, pit, car top and hoistway for housekeeping conditions. Note noisy door operation, missing door equipment, and rough car rides. List inoperative car and hall signals, alarm buttons and emergency phones. Check oil level, leaking and oil condition for geared machines, overlubrication of hoist ropes and leaks at the hydraulic valves and jack head. Check for oversized fuses in controls, jumpers and old parts and material collecting in the bottom of the controller. Look for removed covers and guards inside and outside the controller, on the cartop, machine room and throughout the hoistway. Check for undersized hoist ropes and numerous breaks.</b>						
Complete One Form per Bldg						
Overall Housekeeping Rating: <b>Average</b>		Overall Repair Rating: <b>Average</b>				
Overall Adjustments Rating: <b>Average</b>		Overall Lubrication Rating: <b>Average</b>				
Area (see legend)	Item No.	Deficiency Description	Elevator No.	Inspector:		Mechanic
				Correct by Date	Followup Status	Date Corrected
				01/03/12	OK	01/03/12

**Legend:**    MR= Machine Rm    CT= Car Top    HW= Hoistway    Cab= Cab Enclosure    LB= Lobby    Pit= Pit    NC= No Change    OK= Corrected


Form Letter #RW3A

<b>General Services Administration</b> Southeast Sunbelt Region - 4    rev. 03/10/2020						
<b>ELEVATOR RELATED DEFICIENCY LIST</b>						
<b>( Do not include elevator equipment deficiencies)</b>						
<b>Upon completion, email excel document to GSA Elevator Specialist and leave a draft copy with Bldg. Mgmt.</b>						
<b>Contact Calvin Joseph 404-242-8616 (c) or Donnel McDuffie 404-242-5211 (c) if you have questions.</b>						
<small>ANSI/ASME A17.2.1 Safety &amp; Inspection Code for Elevators &amp; Escalators is used as standard for the testing of elevator systems.</small>						
Bldg Number:		<i>ex. AB00002Z</i>		Review Date:	<i>9/30/2010</i>	Modernized? (Y/N): <i>YES</i>
Bldg Name:		<i>ex. Jane Doe Federal Bldg / Courthouse</i>		Install Date:	<i>5/1/1990</i>	Modernized Date: <i>10/15/2000</i>
Address: <i>1234 Main Street</i>				Control Technology Type: <i>MICROPROCESSOR</i>		
City: <i>AnyTown USA</i>	State: <i>AB</i>	Zip: <i>12345</i>				
Manufacturer: <i>ABC Elevator Company</i>		New Controller Manufacturer: <i>XYZ Controllers Inc</i>				
Inspection Firm: <i>BBB Inspectors Inc.</i>		Maintenance Contractor: <i>AAA Maintenance Co.</i>				
Inspector Name: <i>Johnny Doe</i>		GSA Local Contact Person: <i>Mike Sample - GSA</i>				
<b>List all building deficiencies which are associated with the elevators that are the responsibility of GSA below. Example items include poor lighting in the machine rooms, missing braille on the hoistway entrances, missing Firefighters' instructions, unrelated equipment stored in the machine rooms and pits, and missing door locks to machine rooms and fire extinguishers. Also note excessive heat in the machine rooms and inoperative air-conditioning units.</b>						
<b>Complete One Form per Building</b>						
Area (see legend)	Item No.	Deficiency Description	Elevator No.	Inspector		Mechanic
				Correct by Date	Followup Status	Date Corrected
				<i>01/03/12</i>	<i>OK</i>	<i>01/03/12</i>

**Legend:** MR= Machine Rm   CT= Car Top   HW= Hoistway   Cab= Cab Enclosure   LB= Lobby   Pit= Pit   NC= No Change   OK= Corrected

Form Letter # RW3B

General Services Administration									
Southeast Sunbelt Region - 4 rev. 03/10/2020									
Elevator Performance, Test Verification, ADA Compliance Form									
<p><b>Complete this form</b> during 5-Year testing of traction elevators and every fifth year of testing for hydraulics units where all units in the building are hydraulic type. If hydraulic units are located in the same building as traction units, then complete this form for all units in the building during 5-year testing of traction units.</p>									
<p><b>Upon completion, email excel document to GSA Elevator Specialist and leave a draft copy with Bldg. Mgmt.</b></p>									
<p><b>Contact Calvin Joseph 404-242-8616 (c) or Donnel McDuffie 404-242-5211 (c) if you have questions.</b></p>									
<p>ANSI/ASME A17.2.1 Safety &amp; Inspection Code for Elevators &amp; Escalators is used as standard for the testing of elevator systems.</p>									
Bldg Number: <b>ex. AB00002Z</b>			Review Date: <b>9/30/2010</b>		Modernized? (Y/N): <b>YES</b>				
Bldg Name: <b>ex. Jane Doe Federal Bldg / Courthouse</b>			Install Date: <b>5/1/1990</b>		Modernized Date: <b>10/15/2000</b>				
Address: <b>1234 Main Street</b>			Last 5yr Test: <b>3/5/2013</b>		Control Technology Type:				
City: <b>AnyTown USA</b>		State: <b>AB</b>	Zip: <b>12345</b>		<b>MICROPROCESSOR</b>				
Manufacturer: <b>ABC Elevator Company</b>			New Controller Manufacturer: <b>XYZ Controllers Inc</b>						
Inspection Firm: <b>BBB Inspectors Inc.</b>			Maintenance Contractor: <b>AAA Maintenance Co.</b>						
Inspector Name: <b>Johnny Doe</b>			GSA Local Contact Person: <b>Mike Sample - GSA</b>						
Elevator Number: <b>1</b>		Asset #:		Rated Capacity:		Rated Speed:			
Elevator Type: <b>TRACTION - GRD</b>		Elevator Usage: <b>DEDICATED PRISONER</b>							
Empty Car Recorded Speed:		Up direction:		Down direction:		Full Load Up:		Full Load Down:	
Door Width :		Door Height :		Door Type: SSSO ( ) SSCO ( )		2SSO ( )		2SCO ( )	
Performance Times									
	Front	Rear	Comments						
Door Open									
Door Close									
Door Dwell Time (car call)									
Door Dwell Time (hall call)									
Car Operation									
Floor to Floor Time	Up Direction		FL Hght:						
	Dn Direction								
Floors Served (e.g. B,1-12, 14,etc):			No. of Floors served:		Front:		Rear:		
ADA, Safety Testing and Code Verification									
Controller Type & Model:									
Hall Buttons	Hgt:	Mounting Type: (Rec/Flush/ Proj)				Illuminations? : (Y/N)			
Car Buttons	Hgt:	Mounting Type: (Rec/Flush/ Proj)				Illuminations? : (Y/N)			
Hall Laterns	Hgt:	Gongs once for down, twice for up? :							
Car Alarm	Hgt:	Alarm Illuminates?:				Rings? : (Y/N)			
Phone - Handsfree? : (Y/N)			Operable? :		Monitor Service Provider:				
Flooring	Type:	Slip Resistant? (Y/N)							
Car Braille? (Y/N)	Hoistway Braille provided at all floors?: (Y/N)				Door Restriction Device functional: (Y/N)				
Additional Notes									

 <b>CERTIFICATE OF ELEVATOR INSPECTION</b> GENERAL SERVICES ADMINISTRATION- PUBLIC BUILDINGS SERVICE	
GSA BLDG NO:	<b>ex. AB0000ZZ</b> DATE INSPECTED: <b>9/30/2010</b>
BUILDING NAME:	<b>ex. Jane Doe Federal Bldg / Courthouse</b> ELEVATOR NO: <b>1</b>
ADDRESS:	<b>1234 Main Street, AnyTown USA AB, 12345</b> ELEVATOR TYPE:
CAPACITY (POUNDS):	TYPE OF DUTY:
INSPECTION/ TEST TYPE: (ANNUAL, 5-YEAR, RELIEF, ETC.)	
WITNESSING INSPECTOR / CERTIFICATION ID#:	<b>Johnny Doe</b>
SIGNATURE:	
INSPECTION FIRM:	<b>BBB Inspectors Inc.</b>
ELEVATOR MAINTENANCE CONTRACTOR:	<b>AAA Maintenance Co.</b>

- 1.KEEP COPY OF SIGNED CERTIFICATE IN FILE ON PROPERTY.
- 2.SEND ONE COPY TO GSA'S REGIONAL ELEVATOR SPECIALIST.

Calvin S. Joseph or Donnel McDuffie  
U.S. General Services Administration  
77 Forsyth Street,  
G-198—4PMF (Facilities)  
Atlanta, GA 30303

## Exhibit 9 Custodial Building Information Sheets

*[[[Insert Building Names and Values in each sheet. Add or delete sheets as needed]]]*

*[[[Two Examples of a Grounds Inventory Form's format are Provided. Regions may use either or combine the data as needed for a particular building.]]]*

### BUILDING 1 BUILDING INFORMATION - CUSTODIAL

Building Inventory							
	Enter the number of square feet for each type space/flooring						
	Count	Cleanable	VCT	Carpet	No Finish	Other	Notes
Restrooms (sq. ft.)							
Fixtures							
Aisles/Common Area							
Cafeteria/Break Room							
Computer							
Conference Rooms							
Courtrooms/Jury Room/Chambers							
Blinds Cleaning (Only in Courtroom Tab)							
Day Care							
Elevators (Total sq. ft. of all cabs)							
Elevators ( Number of Cabs)							
Entrance/Lobbies							
Exercise							
Holding Cells (sq.ft.)							
Holding Cells (Number of fixtures)							
Labs/Health							
Loading/Mechanical							
Offices/Cubicles							
Stairs							
Stairs (Number of flights)							
Mail/Copy							
Storage/Supply/File							

<b>Total</b>							
Number of Office Workers							
Gross Square Footage							
Rentable Square Footage			Foot Notes				
Garage and Ramps			1/ There may be vacant space in the building. Offeror should verify any vacant space in the building. However, the offer submitted should reflect the cost to clean the space as though vacant space were occupied as general office space. If any space is unoccupied, the contractor will be advised prior to the effective date. Vacant space will be deleted in accordance with Section G, Reduction/Addition of Space.				
Number of Escalators							
Number of Windows							
Number of Window Blinds (non - CrtRm)							
<b>Outside Grounds:</b>			2/ Entrances, lobbies, and main corridors are normally defined as those corridors located on the first or ground floor of a building or those that serve as primary entrance or exit areas. High volume traffic areas, i.e., corridors adjacent to large cafeterias, are identified as main corridors.				
Outside Area to be Policed							
Parking Lot Area							
Sidewalk Area							
Utility (Service Requests) - Hrs/ Month			NOTE: The Building information contained in preceding paragraph should be of interest, but in no way modifies the provision FAR 52.237-1 Site Visit. THE FIGURES ARE ESTIMATES ONLY. Offerors are responsible for verifying dimensions and quantities. The Buildings Manager will provide access to assignment drawings and/or blueprints.				
<b>Landscaping</b>							
Site Acreage							
Number of Shrubs							
Number of Trees							
Number of Planters							

## BUILDING 2 BUILDING INFORMATION - CUSTODIAL

Building Inventory							
		Cleanable	Flooring Type				
	Count	sq. feet	VCT	Carpet	No Finish	Other	Notes
<a href="#">Restrooms (sq. ft.)</a>			-	-	-		
Fixtures			A				(Toilets, Sinks, Urinals, showers, Wtr Ftn)
<a href="#">Aisles/Common Area</a>			-				

<a href="#">Cafeteria/Break Room</a>				-				
<a href="#">Computer</a>				-				
<a href="#">Conference Rooms</a>				-				
<a href="#">Courtrooms/Jury Room/Chambers</a>				-				
<a href="#">Day Care</a>		-		-	-	-	-	
<a href="#">Elevators (Total sq. ft. of all cabs)</a>				-	-	-		75 s.f. /cab
Elevators ( Number of Cabs)			A					
<a href="#">Entrance/Lobbies</a>				-				
<a href="#">Exercise</a>			A	-				
<a href="#">Holding Cells (sq.ft.)</a>				-				
Holding Cells (Number of fixtures)			A					
<a href="#">Labs/Health</a>				-				
<a href="#">Loading Dock</a>				-				
<a href="#">Offices/Cubicles</a>				-				
<a href="#">Stairs</a>				-				
Stairs (Number of flights)			A					
<a href="#">Mail/Copy</a>				-				
<a href="#">Storage/Supply/File</a>				-				
<b>Total</b>				-				
Number of Office Workers			A	Note: Office hours will not calculate until # of workers entered				
Gross Square Footage								
Rentable Square Footage			" A "	= Automatically generated value if showing				
Garage and Ramps								
Number of Escalators								
Number of Windows								
Number of Window Blinds (non - CrtRm)				Foot Notes				
<b>Outside Grounds:</b>								

Outside Area to be Policed			1/ There may be vacant space in the building. Offeror should verify any vacant space in the building. However, the offer submitted should reflect the cost to clean the space as though vacant space were occupied as general office space. If any space is unoccupied, the contractor will be advised prior to the effective date. Vacant space will be deleted in accordance with Section G, Reduction/Addition of Space.				
Parking Lot Area							
Sidewalk Area							
Utility (Service Requests) - Hrs/ Month							
<b>Landscaping</b>			2/ Entrances, lobbies, and main corridors are normally defined as those corridors located on the first or ground floor of a building or those that serve as primary entrance or exit areas. High volume traffic areas, i.e., corridors adjacent to large cafeterias, are identified as main corridors.				
Site Acreage							
Number of Shrubs							
Number of Trees							
Number of Planters			NOTE: The Building information contained in preceding paragraph should be of interest, but in no way modifies the provision FAR 52.237-1 Site Visit. THE FIGURES ARE ESTIMATES ONLY. Offerors are responsible for verifying dimensions and quantities. The Buildings Manager will provide access to assignment drawings and/or blueprints.				

### Building 1 Exterior Grounds Inventory

Building 1	
Shrubbery (trimming and mulching)	<b>EA</b>
Trees (pruning and care)	<b>EA</b>
Tree Wells (ground cover)	<b>EA</b>
Leaf and Debris Removal	<b>SF</b>

### Building 2 Exterior Grounds Inventory

Building 2	
Trees Wells (ground cover)	<b>EA</b>
Tree Wells Large (mulch))	<b>EA</b>
Tree Wells (ground cover)	<b>EA</b>
Leaf and Debris Removal	<b>SF</b>

### Building 3 Exterior Grounds Inventory

#### A. Grounds Maintenance Data:

Total Outside Area (*Approximate*) \_\_\_\_\_ SF

Description: The ground maintenance requirements consist of maintaining lawn areas, plant beds, edging and tree/shrub trimming, mulching, leaf removal and general policing, etc.

**B. Grounds Statistics:**

<b>Turf Area</b>	<b>SF</b>
------------------	-----------

<b><u>Edging</u></b>	<b>LF</b>
----------------------	-----------

<b>Shrubs</b>	<b>EA</b>
---------------	-----------

<b>Trees</b>	<b>EA</b>
--------------	-----------

<b>Mulch Area</b>	<b>SF</b>
-----------------------	-----------

ALL FIGURES ARE ESTIMATES; CONTRACTORS ARE URGED TO VISIT EACH SITE TO VERIFY ABOVE INFORMATION.

**BUILDING 1 INTERIOR PLANT INVENTORY**

***[[[THE FOLLOWING IS A “FILLED IN” EXAMPLE OF A INTERIOR PLANT INVENTORY SHEET FOR THREE BUILDINGS. REPLACE THIS INFORMATION WITH PERTINENT DATA FROM YOUR BUILDINGS AND REMOVE EXCESS FORMS]]]***

Building 1 Plant Inventory				
1 <sup>ST</sup> FLOOR				
<b>Planter #</b>	<b>Description</b>	<b>Pot Size</b>	<b>Qty</b>	<b>Location</b>
#1	Ficus lyrata Compacta/Fiddle Leaf Fig	21"	3	TBD
#2	Epipremnum aureum/Hawaiian Marble Queen (8 placed in each of the Fiddle Leaf Fig containers)	6"	24	TBD
#3	Ficus lyrata Compacta/Fiddle Leaf Fig	14"	2	TBD
#4	Dracaena marginata / Tarzan Madagascar Dragon Tree	14"	1	TBD
#5	Epipremnum aureum/Hawaiian Marble Queen (5 placed in Dragon Tree container)	6"	5	TBD
2 <sup>ND</sup> FLOOR				
#6	Strelitzia nicolai/White Bird of Paradise	17"	3	TBD
3 <sup>RD</sup> FLOOR				
#7	Aglaonema/Moonlight Bay	14"	1	TBD
4 <sup>TH</sup> FLOOR				
#8	Epipremnum aureum/Pathos Totem Pole	14"	1	TBD
5 <sup>TH</sup> FLOOR				
#9	Strelitzia nicolai/White Bird of Paradise	17"	1	TBD
#10	Ficus binnendijkii/Amstel King	21"	1	TBD
#11	Dracaena deremensis Limelight	14"	2	TBD
6 <sup>TH</sup> FLOOR				
#12	Strelitzia nicolai/White Bird of Paradise	21"	1	TBD
#13	Ficus binnendijkii/Amstel King	21"	1	TBD
#14	Dracaena reflexa/Song of India	14"	2	TBD
7 <sup>TH</sup> FLOOR				
#15	Strelitzia nicolai/White Bird of Paradise	17"	1	TBD
#16	Ficus lyrata Compacta/Fiddle Leaf Fig	21"	1	TBD
#17	Dracaena deremensis Limelight	14"	2	TBD
#18	Ficus lyrata Compacta/Fiddle Leaf Fig	24"	1	TBD
#19	Epipremnum aureum/Hawaiian Marble Queen (8 placed in Fiddle Leaf Fig container)	6"	8	TBD
#20	Strelitzia nicolai/White Bird of Paradise	17"	1	TBD
#21	Dracaena deremensis Warneckii/Lemon Lime Warneckii	14"	2	TBD
<b>Total = 64</b>				

## Building 2 Interior Pant Inventory

Building 2 Interior Plant Inventory				
	<b>Description</b>	<b>Pot Size</b>	<b>Qty</b>	<b>Location</b>
#1	Chamaedorea falcifera/Hawaiian Falcifera Palm	14"	3	TBD
<b>Total = 3</b>				

## BUILDING 3 INTERIOR PLANT INVENTORY

Building 2 Interior Plant Inventory				
	<b>Description</b>	<b>Pot Size</b>	<b>Qty</b>	<b>Location</b>
#1	Bamboo	14"	1	TBD
#2	Reflexa	14"	2	TBD
#3	Janet Craig "Art" *3 plants per container*	12"	9	TBD
#4	Strelizia Nicolai/White Bird of Paradise	17"	1	TBD
#5	Dracaena Marginata "Open Weave"/Open Weave Marginata	12"	3	TBD
#6	Sansevieria laurentii/Mother in Law Plant	10"	12	TBD
#7	Janet Craig "Art" *3 plants per container*	12"	3	TBD
#8	Arboricola Standard	12"	12	TBD
<b>Total = 43</b>				

### BUILDING 3 INTERIOR PLANT INVENTORY

Building 3 Interior Plant Inventory				
<b>Planter #</b>	<b>Description</b>	<b>Pot Size</b>	<b>Qty</b>	<b>Location</b>
#1	<i>Sansevieria zeylanica</i> 1 10" Mother In Law Plant 28" to 32" in height 11" to 13" in spread	10"	1	Front Entrance Near Security Right Side of Entrance Doors
#2	<i>Aglaonema 'Siam Aurora'</i> Siam Aglaonema 14" to 17" in height 12" to 14" in spread	8"	3	Under Planting
#3	<i>Epipremnum aureum 'Marble Queen'</i> Marble Queen Pothos 7" to 8" in height 10" to 12" in spread <b>Container:</b> Fiberglass Earth Bowl (1) Finish: Burnish Bronze (30"x12")	8"	3	Under Planting
#4	<i>Dracaena marginata</i> Marginata Stump Character 108" to 114" in height 24" to 30" in spread <b>Container:</b> Fiberglass Earth Cylinder (1) Finish: Burnish Bronze (30"x25")	21"	1	Left Side Ledge by Information
#5	<i>Sansevieria zeylanica</i> Mother In Law Plant 28" to 32" in height 11" to 13" in spread	10"	1	Front Left of Stump Marginata
#6	<i>Aglaonema 'Siam Aurora'</i> Siam Aglaonema 14" to 17" in height 12" to 14" in spread	8"	3	Under Planting
#7	<i>Epipremnum aureum 'Marble Queen'</i> Marble Queen Pothos 7" to 8" in height 10" to 12" in spread	8"	3	Under Planting

	<b>Container:</b> Fiberglass Earth Bowl (1) Finish: Burnish Bronze (30"x12")			
#8	<i>Sansevieria zeylanica</i> Mother In Law Plant 28" to 32" in height 11" to 13" in spread	10"	1	Front Right of Stump Marginata
#9	<i>Aglaonema 'Siam Aurora'</i> Siam Aglaonema 14" to 17" in height 12" to 14" in spread	8"	3	Under Planting
#10	<i>Epipremnum aureum 'Marble Queen'</i> Marble Queen Pothos 7" to 8" in height 10" to 12" in spread <b>Container:</b> Fiberglass Earth Bowl (1) Finish: Burnish Bronze (30"x12")	8"	3	Under Planting

## Exhibit 10 – PBS Waste Audits

### PBS WASTE AUDITS

This exhibit is provided to the Contractor as a guide for additional considerations for post-audit monitoring, plan implementation, training and other ancillary activities that may assist GSA in meeting the listed objectives.

#### I. Background

GSA's Public Buildings Service (PBS) provides work environments for over one million Federal employees nationwide. The inventory consists of courthouses, laboratories, offices and border stations. Tenant activities in these buildings generate tons of solid waste/trash that PBS is obligated to properly dispose of and achieve a minimum waste diversion of 50%. Recycling composting and other alternatives to landfills and incineration are the preferred methods for disposal of solid waste/trash.

## **II. Objectives**

- Determine the most efficient methods to maximize reduction, recycling, and composting of solid waste/trash and to minimize waste shipments.
- Achieve a minimum of 50% waste diversion through waste minimization, recycling, and composting.
- Determine the right service level for solid waste/trash collection and removal.

## **III. Extent Of Work**

The Contractor shall conduct a solid waste/trash audit to include:

- 100% of the waste and/or recycling collected in a 24-hour period must be audited (excluding durable goods or construction waste).
- The audit must represent a 24-hour period on a typical workday.
- Use scales to weigh sorted waste, as weight is the preferred metric.
- Determine the amount of recyclable materials being thrown away that could have been recycled and composted. At a minimum, the recyclable items within the waste/trash must be identified and separated into the following categories: paper, plastic, cardboard, glass, metal/aluminum, and wet waste.

The Contractor shall develop a written report and analysis of the conclusions drawn from this audit, including recommendations for improving the economy and efficiency of waste collection, storage, transfer, and disposal (including recycling and composting). This report shall address, at a minimum:

- Recommendations to maximize waste minimization, recycling, and composting to achieve at least 50% waste diversion.
- Recommendations to right-size service level for solid waste/trash removal services to minimize trash shipments.

## Exhibit 10A Dumpster Monthly Log Form

### Dumpster Monthly Log Form

<b>BUILDING NUMBER/NAME/CITY:</b>					
<b>POINT OF CONTACT:</b>					
<b>CONTAINER ID:</b>					
<b>MATERIAL COLLECTED:</b>					
<b>DUMPSTER SIZE (VOLUME (cy):</b>					
<b>REPORTING MONTH:</b>					
<b>CIRCLE DAY OF MONTH EMPTIED:</b>	<b>CIRCLE OBSERVED % FULL</b>				
<b>1</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>2</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>3</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>4</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>5</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>6</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>7</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>8</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>9</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>10</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>11</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>12</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>13</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>14</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>15</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>16</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>17</b>	<b>0%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>

18	0%	25%	50%	75%	100%
19	0%	25%	50%	75%	100%
20	0%	25%	50%	75%	100%
21	0%	25%	50%	75%	100%
22	0%	25%	50%	75%	100%
23	0%	25%	50%	75%	100%
24	0%	25%	50%	75%	100%
25	0%	25%	50%	75%	100%
26	0%	25%	50%	75%	100%
27	0%	25%	50%	75%	100%
28	0%	25%	50%	75%	100%
29	0%	25%	50%	75%	100%
30	0%	25%	50%	75%	100%
31	0%	25%	50%	75%	100%
BUILDING NUMBER/NAME/CITY:					
NUMBER OF TIMES AT % FULL (Circled)					
Multiplied by % FULL/100					
Multiplied by Entered DUMPSTER SIZE VOLUME (cy)					
Equals VOLUME COLLECTED (cy)					
Add VOLUMES COLLECTED (line above) = DUMPSTER MONTHLY TOTAL (cy) COLLECTED. NOTE: ENTER this TOTAL VOLUME in Building Worksheet as CONTAINER SIZE (VOLUME), ENTER 100% Full For AMOUNT, and ENTER LAST DAY of MONTH for DATE.					

## Exhibit 11 – Recycling/Solid Waste/Trash Report

### RECYCLING/Solid Waste/TRASH Report

Solid Waste and Recycling Report									
Building #		Building Name							
Building Address									
Contractor Name		Contractor Phone #							
Submission Date									
RECYCLING									
Description	Outside Container Volume/Size	Number of Containers	Pick-up Frequency	Total Volume	Conversion Factor	Total Weight (tons)	Per Ton Recycling Fee	Total Cost	Recycler Name
TOTAL									
WASTE									
	Outside Container Volume/Size	Number of Containers	Pick-up Frequency	Total Volume	Conversion Factor	Total Weight (tons)	Per Ton Tipping Fee	Total Cost	Hauler Name
TOTAL									

#### Conversion

#### Source(s):

#### HOW TO FILL OUT THE FORM:

1. Report all recyclables. For source separated recycling, provide weight for each type of material recycled.

For commingled recycling, provide total weight for the mixed recyclable materials. Specify when items are composted.

Solid Waste and Recycling Report									
Building #	1X4LER	Building Name	The Citizens CH						
Building Address	123 American Blvd, Fun Town, USA								
Contractor Name	The Best Company	Contractor Phone #	555-121-5583						
Submission Date	Nov 15, 2010								
RECYCLING									
Description	Outside Container Volume/Size	Number of Containers	Pick-up Frequency	Total Volume	Conversion Factor	Total Weight (tons)	Per Ton Recycling Fee	Total Cost	Recycler Name
Commingled (mixed paper, cardboard, plastic)	8 cubic yard	4	4	128	1000	64	\$20.00	\$1,280.00	Green Company
Aluminum Cans (Compacted)	6 cubic yard	2	8	96	430	20.64	\$0.00	\$0.00	Green Company 2
Glass	3 Cubic yard	1	2	6	600	1.8	\$30.00	\$54.00	Green Company 2
Food Waste Scrap	55 gal Drums	5	2	550	412	113.3	\$18.00	\$2,039.40	Green Company
Wood Waste	20 cubic yard	2	4	160	40	3.2	\$10.00	\$32.00	Green Company
Yard Waste Composted	4 cubic yard	2	4	32	1500	24	\$50.00	\$1,200.00	Green Company
<b>TOTAL</b>		16	24	972		226.94		\$4,605.40	
WASTE									
	Outside Container Volume/Size	Number of Containers	Pick-up Frequency	Total Volume	Conversion Factor	Total Weight (tons)	Per Ton Tipping Fee	Total Cost	Hauler Name
	30 cubic yard roll off	3	4	360	1000	180.00	\$85.00	\$15,300.00	Waste Hauler 1
	20 cubic yard roll off	1	4	80	600	24.00	\$79.00	\$1,896.00	Waste Hauler 1
<b>TOTAL</b>		4	8	440	1600	204.00	\$164.00	\$17,196.00	

**Conversion Source:** EPA's Standard Volume-to-Weight Conversion Factors

([https://www.epa.gov/sites/production/files/2016-04/documents/volume\\_to\\_weight\\_conversion\\_factors\\_memo\\_04192016\\_508fnl.pdf](https://www.epa.gov/sites/production/files/2016-04/documents/volume_to_weight_conversion_factors_memo_04192016_508fnl.pdf))

[04/documents/volume\\_to\\_weight\\_conversion\\_factors\\_memo\\_04192016\\_508fnl.pdf](https://www.epa.gov/sites/production/files/2016-04/documents/volume_to_weight_conversion_factors_memo_04192016_508fnl.pdf)

## HOW TO FILL OUT THE FORM:

1. Report all recyclables. For source separated recycling, provide weight for each type of material recycled. For commingled recycling, provide total weight for the mixed recyclable materials. Specify when items are composted.
2. All fields must be filled out.
3. Provide actual weight whenever possible. \*\* When actual weight is not available use standard Volume-to-Weight Conversion Factors for calculation. Allowances shall be made and reported for volumes that are not filled to capacity (i.e., half full, 3/4 full, etc.)
4. Pick Up Frequency: Based on monthly activity (e.g. once a week= 4, twice a week = 8, etc.)

5. Indicate conversion factor source(s).

## EXHIBIT 12: Exposure Control Plan (ECP) Example

**\*This document is provided to the Contractor as a guide to create an exposure control plan. The procedures below are not to be interpreted as GSA's prescribed procedures for dealing with biological or infectious materials.**

Building: (name and address)

Company: (name and address) Point of Contact: (company local site mgr)

### Introduction:

This document is intended to describe in detail how [company name] intends to perform custodial tasks at the [building name] involving biological or infectious materials such as: blood, vomit, excrement, sewage, or mold. These tasks will only be performed in-house by staff trained as indicated below. Otherwise, when requested through the contract, the tasks will be subcontracted to qualified and trained Contractors who follow these same procedures.

### Training:

The following [company name] staff have completed the training indicated below and may be used to perform the tasks indicated:

Employee Name	Training Completed	Custodial Tasks
Jon Smith	Bloodborne pathogens, Care and use of Personal Protective Equipment, Mold remediation, CDC training on Infection Control	Cleanup of any infectious material or biological material in the building
Joy Jones	Bloodborne Pathogens	General restroom cleaning

### Procedures:

1. General restroom cleaning
  - a. Verify from building management or the supervisor whether the cleaning involves blood, feces, vomit or similar biological material.
  - b. Isolate the room to prevent access by anyone during cleaning through the use of cones, caution tape, or similar method

- c. If biological material cleanup is needed, put on nitrile disposable gloves, and bring in a biological cleanup cart.
- d. Clean the biological material up, avoiding contact with skin, eyes or hair. Dispose of waste and disposable cleanup materials in plastic bags, seal and place in second bag for final disposal in waste dumpster.

**Bio cleanup cart to contain** disinfectant wipes, box of nitrile gloves, paper towels, spray cleaner and disinfectant, disposable shoe coverings, mop and bucket, plastic kitchen or large size trash bags, disposable 3M facemask, roll of caution tape or rubber cones for marking off areas.

## 2. Building exterior excrement cleaning

- a. Mark off the immediate area with cones or tape to prevent people from stepping on the droppings and waste or getting in the way of cleaning
- b. Put on disposable shoe covers and protective facemask
- c. For bird droppings,
  - i. connect garden hose to outlet,
  - ii. spray down the droppings with disinfectant cleaner,
  - iii. turn on the hose and gently wash the waste to the curb and into a drain
  - iv. When finished, place gloves and shoe covers in plastic trash bag, close up and dispose as trash

## 3. Cleanup of vomit or blood spills in areas of the building

- a. Use the bio cleanup cart to isolate the immediate area with cones or tape
- b. Put on gloves, protective mask and shoe coverings as needed
- c. For solid floors (floor tile, linoleum, wood, etc)
  - i. Spray the spill with disinfectant cleaner
  - ii. Using the mop, wetted with warm water, mop up the spill material
  - iii. Rinse the mop into warm soapy water in the bucket, repeat until the spill is cleaned
  - iv. Dump the bucket in a large double bagged plastic trash bag or dump down a nearby toilet (Preferred)

- v. Rinse the mop in clean warm soapy water in the bucket until the mop is clean
  - vi. Dry the mop and spray with disinfectant.
  - vii. Dump the rinsing water from the bucket into the bag or down a toilet
- d. For carpeted floors,
  - i. Spray the spill area with carpet cleaner containing disinfectant
  - ii. Either shampoo up the spill or vacuum up first with a wet-dry vacuum followed by shampooing
  - iii. Empty vacuum contents down the toilet or into a double bagged large trash bag
  - iv. Empty shampooer waste down a nearby toilet or into black trash bag
  - v. Keep the cones or tape up until the carpet has dried
- e. Dispose of shoe coverings, protective mask and other disposables used in the cleaning in a plastic trash bag. Seal the bag and dispose of it as trash.
- 4. Cleanup of minor water backup or flooding, including greywater\*
  - a. Similar to above, except wearing rubber boots or similar foot protection when water covers the floor area
- 5. Cleanup of water backup or flooding of blackwater\*\*
  - a. Subcontract this cleaning to a licensed environmental remediation contractor [contractor name]
- 6. Minor cleanup of standing water or moldy surfaces
  - a. Subcontract this cleaning to a licensed environmental remediation contractor [contractor name]

\*greywater is wastewater from sinks, washing machines that may or may not contain bacteria

\*\*blackwater is water from restroom toilets or bathrooms that contain feces and urine

#### Materials List:

The following materials will be kept on site to support ECP procedures

- Plastic trash bags
- Large black plastic trash bags

- Box of disposable dust masks
- Box of latex or nitrile disposable gloves
- Disinfectant wipes
- Disinfectant cleaner (EPA permitted hospital grade)
- Disinfectant carpet shampoo soap
- Wet Dry vacuum
- Carpet shampooer
- Disposable shoe coverings (rubber preferred)
- Rubber boots

**EXHIBIT 13 - List of Floors with Low Occupancy** *[[[Remove if Not used]]]*

Expand as necessary

Building	Number of Floors (Occupancy < 50%)
Building 1	
Building 2	

**EXHIBIT 14 - Elevator Inventory**  
*[[[Regions Provide Elevator Inventory]]]*

**Exhibit 15, NCMMS Audit Tool**  
*[[[Provided on GSA Insite Page for attachment here or provided separately.]]]*

**Exhibit 16 Inventory/NCMMS**  
*[[[ Provide NCMMS Asset List]]]*

